

CASE

NUMBER:

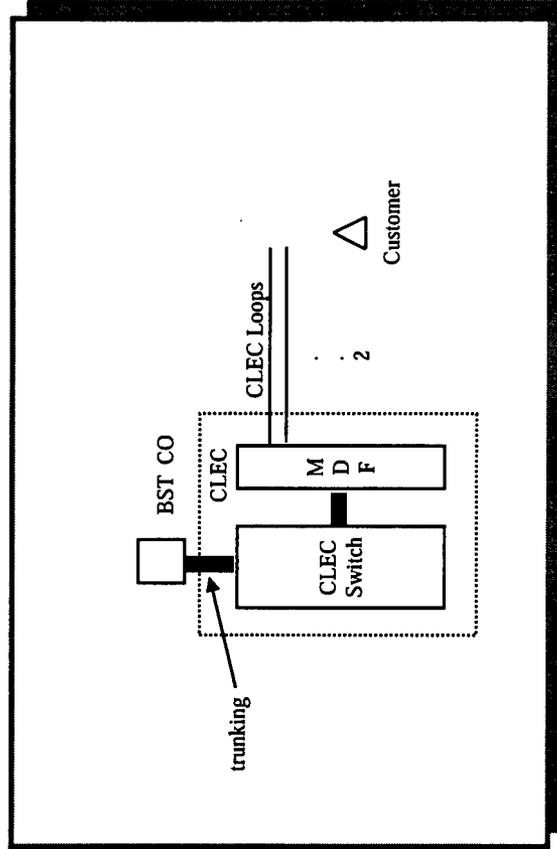
99-133

Scenario # 379: A CLEC orders a change on INP for 2 lines.

Scenario Description:

A CLEC orders a change on INP for 2 lines in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

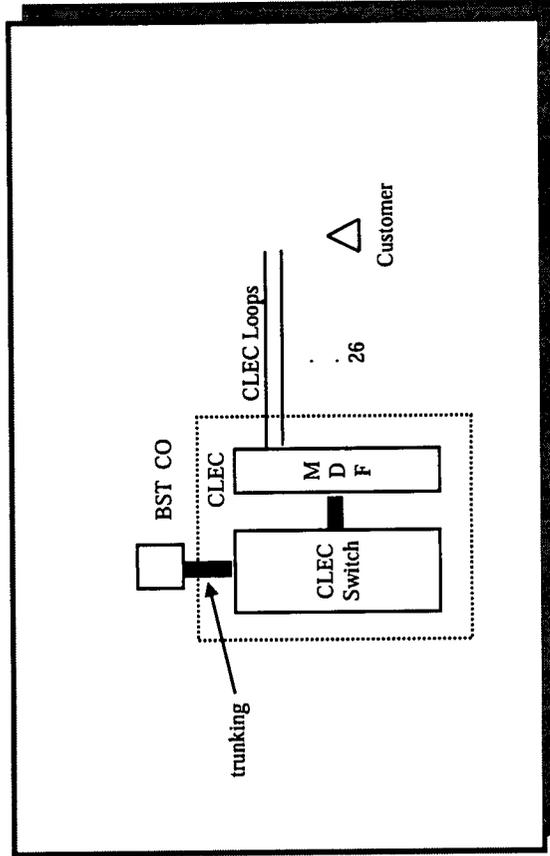
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 380: A CLEC orders a change on INP for 26 lines.

Scenario Description:

A CLEC orders a change on INP for 26 lines in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

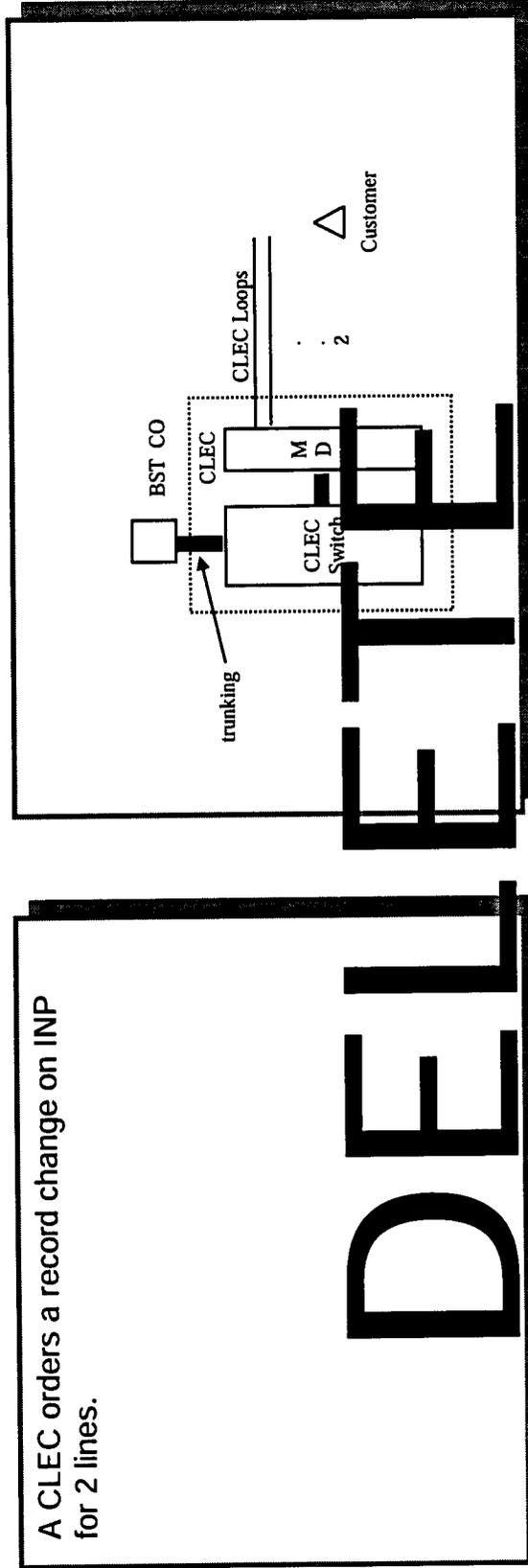
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 381: A CLEC orders a record change on INP for 2 lines.

Scenario Description:

A CLEC orders a record change on INP for 2 lines.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	R
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

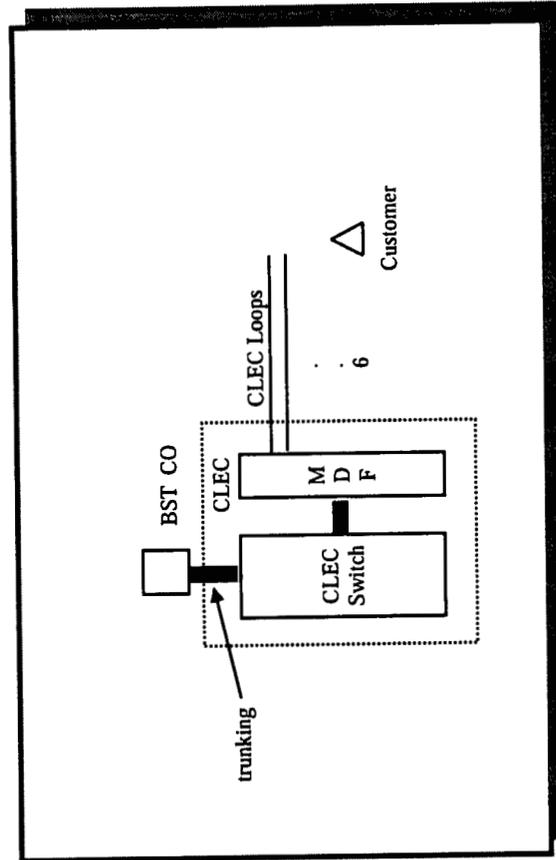
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 382: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6 of its customer's lines.

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect INP for all 6 of its customer's lines.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

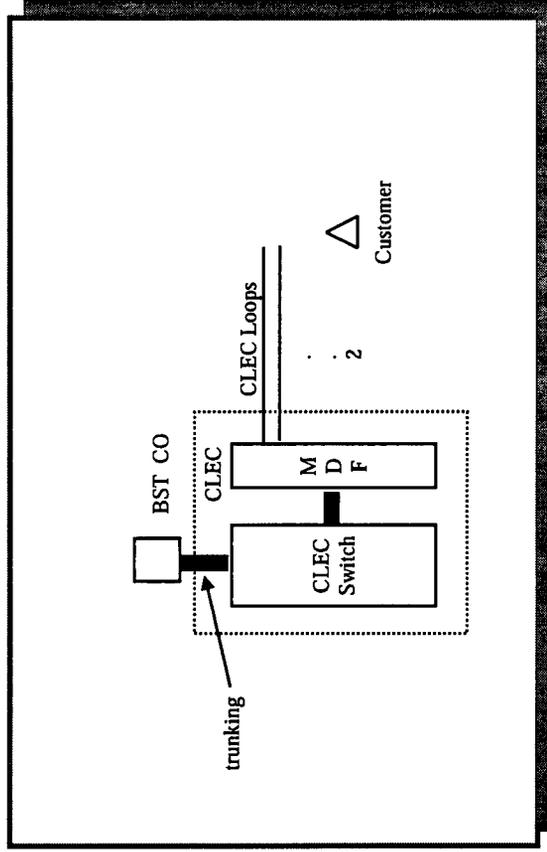
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 383: A CLEC orders LNP for 2 partially migrated lines from BST.

Scenario Description:

A CLEC orders LNP for 2 partially migrated lines from BST. The customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

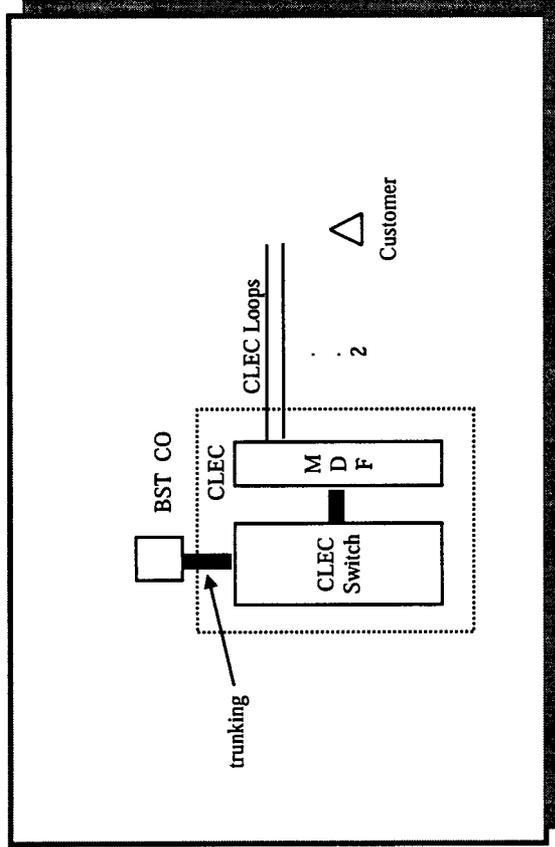
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 384: A CLEC orders LNP for 2 fully migrated lines from BST.

Scenario Description:

A CLEC orders LNP for 2 fully migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

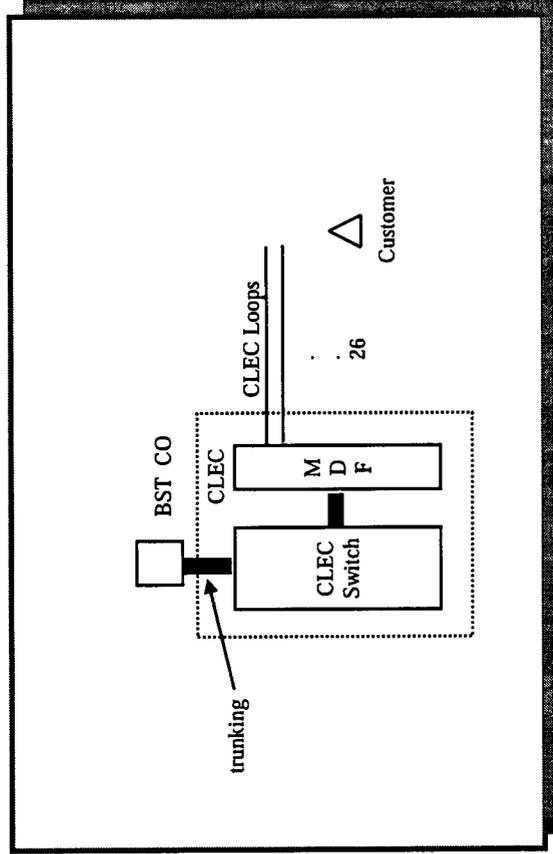
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 385: A CLEC orders LNP for 26 partially migrated lines from BST.

Scenario Description:

A CLEC orders LNP for 26 partially migrated lines from BST. The customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

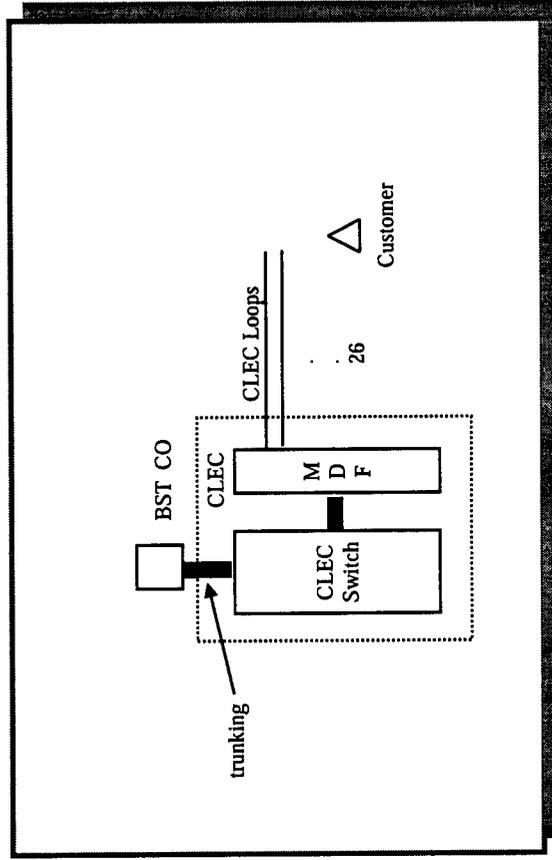
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 386: A CLEC orders LNP for 26 fully migrated lines from BST.

Scenario Description:

A CLEC orders LNP for 26 fully migrated lines from BST.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

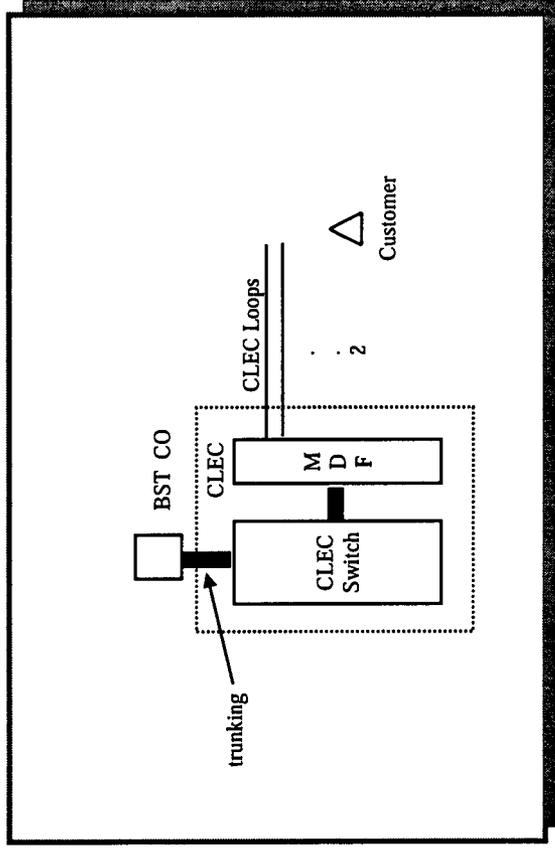
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 387: A CLEC orders LNP for 2 lines of an existing resale customer.

Scenario Description:

A CLEC orders LNP for 2 lines in support of an existing resale customer being migrated to CLEC facilities.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

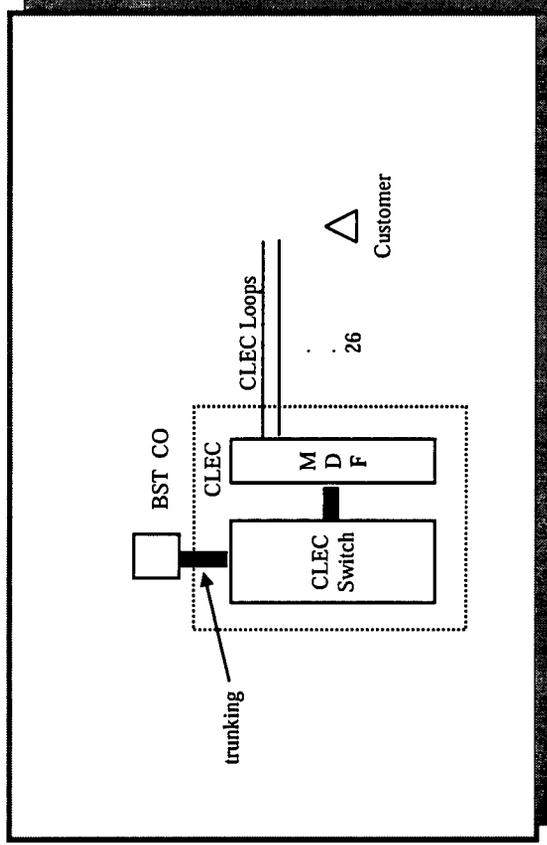
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 388: A CLEC orders LNP for 26 lines of an existing resale customer.

Scenario Description:

A CLEC orders LNP for 26 lines in support of an existing resale customer being migrated to CLEC facilities.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	
Directory Listing	X

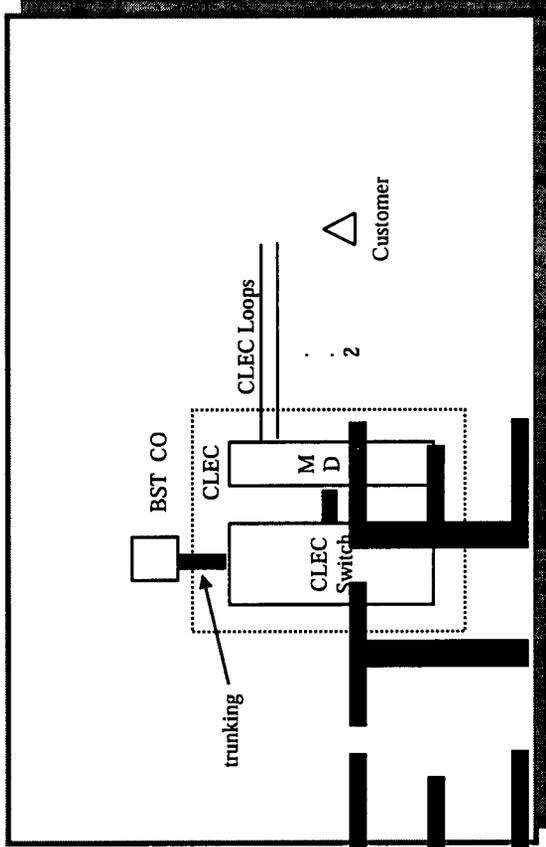
Scenario # 389: A CLEC orders a change on LNP for 2 lines in response to CLEC customer complaint.

Scenario Description:

A CLEC orders a change on LNP for 2 lines in response to a CLEC customer complaint.

DELETE

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

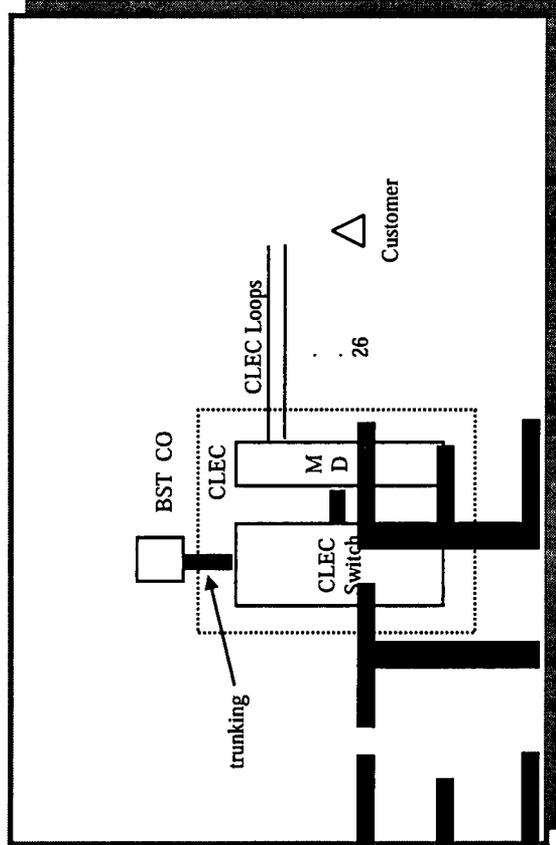
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 390: A CLEC orders a change on LNP for 26 lines in response to CLEC customer complaint.

Scenario Description:

A CLEC orders a change on LNP for 26 lines in response to a CLEC customer complaint.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

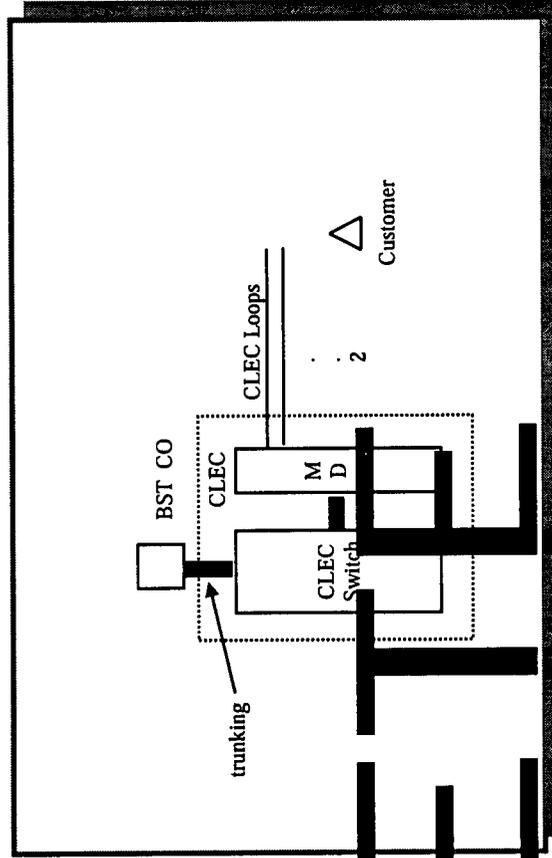
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 391: A CLEC orders a record change on LNP for 2 lines.

Scenario Description:

A CLEC orders a record change on LNP for 2 lines.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	C
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

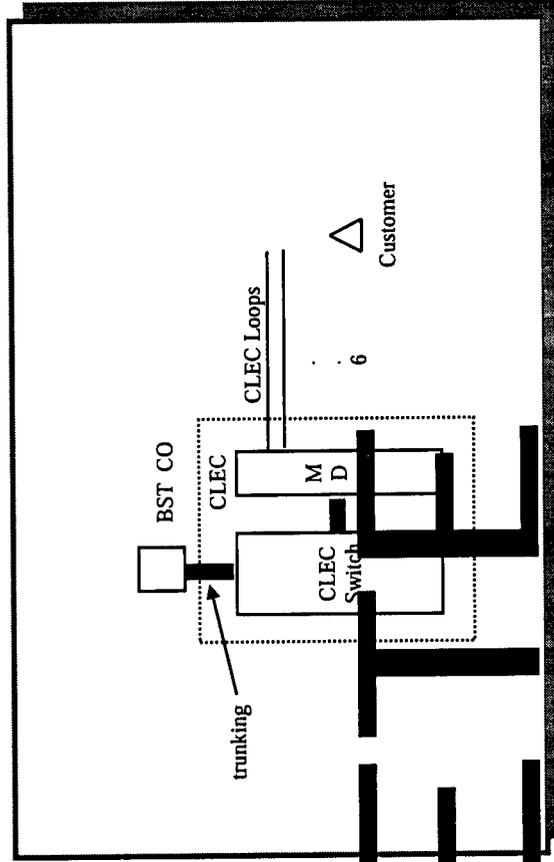
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 392: An existing CLEC customer is moving to another state. An existing CLEC customer moves and disconnects LNP for all 6 lines.

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect LNP for all 6 of its customer's lines.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	C
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

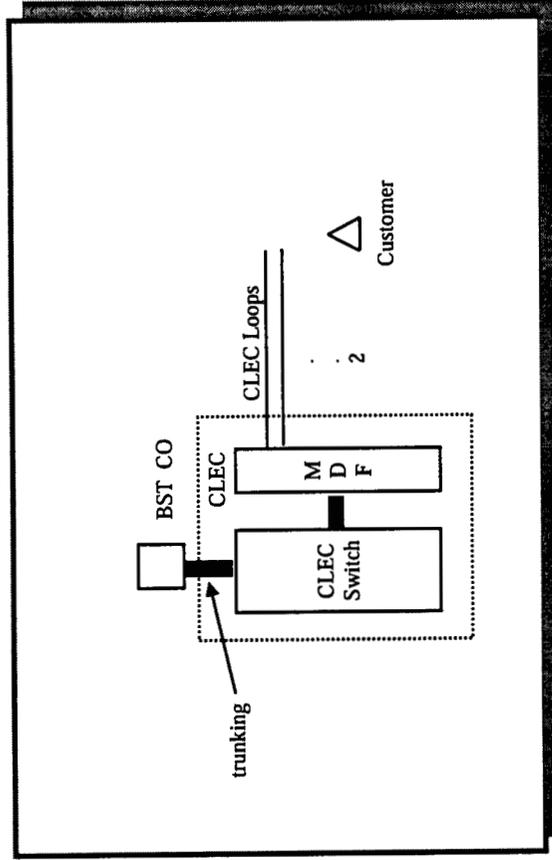
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 393: A CLEC orders a change from INP to LNP for 2 lines.

Scenario Description:

A CLEC orders a change from INP to LNP for 2 lines.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

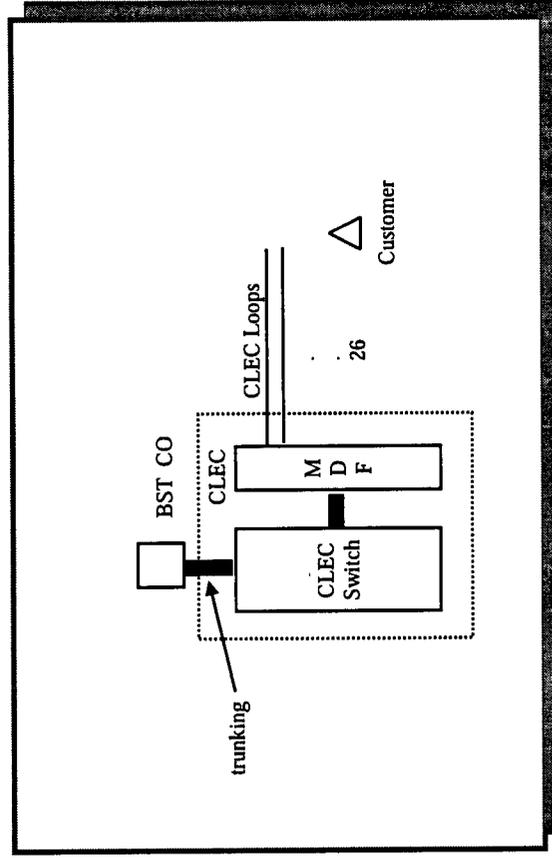
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 394: A CLEC orders a change from INP to LNP for 26 lines.

Scenario Description:

A CLEC orders a change from INP to LNP for 26 lines.

Network Configuration:



Scenario Summary:

REQTYPE	C
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

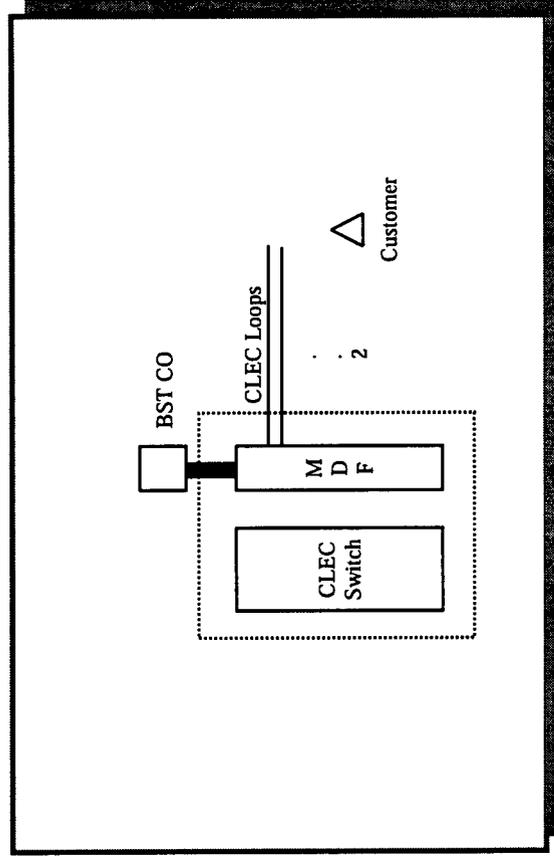
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 395: A CLEC orders 2 new business unbundled analog ports from BST.

Scenario Description:

A CLEC orders 2 new business unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

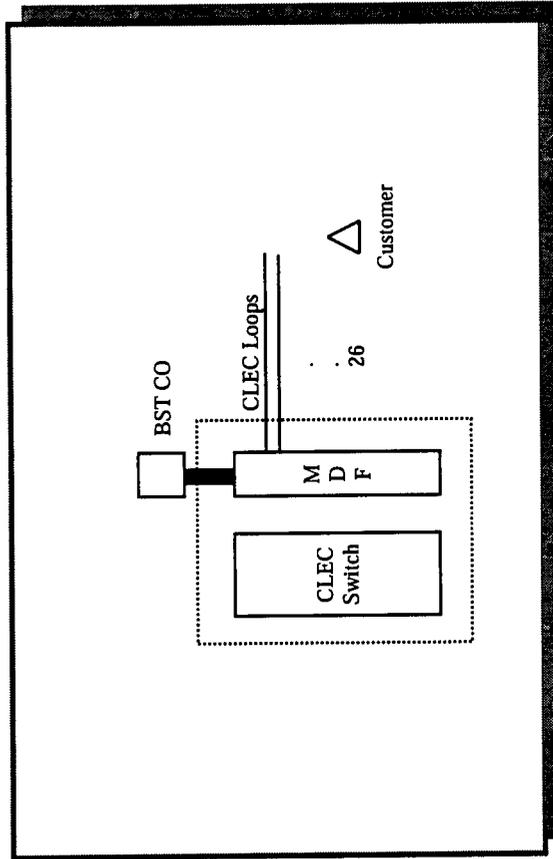
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 396: A CLEC orders 26 new business unbundled analog ports from BST.

Scenario Description:

A CLEC orders 26 new business unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

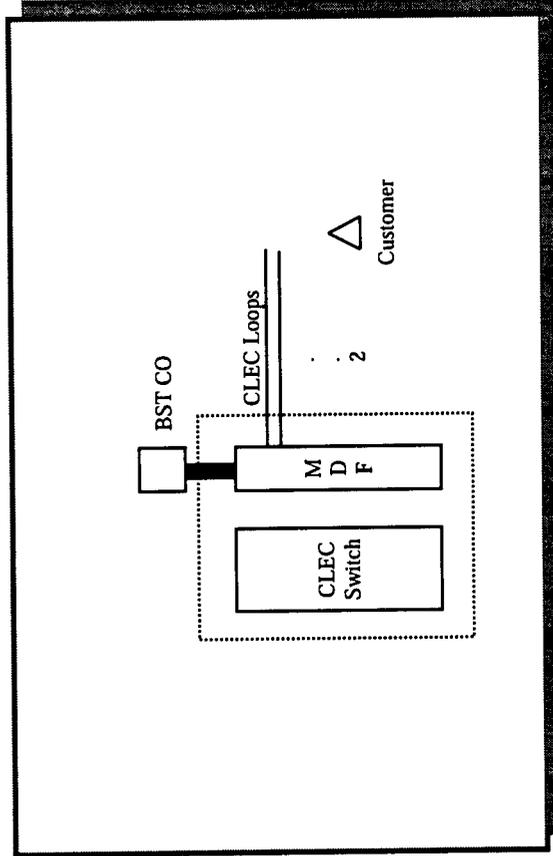
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 397: A CLEC orders 2 new residential unbundled analog ports from BST.

Scenario Description:

A CLEC orders 2 new residential unbundled analog ports from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

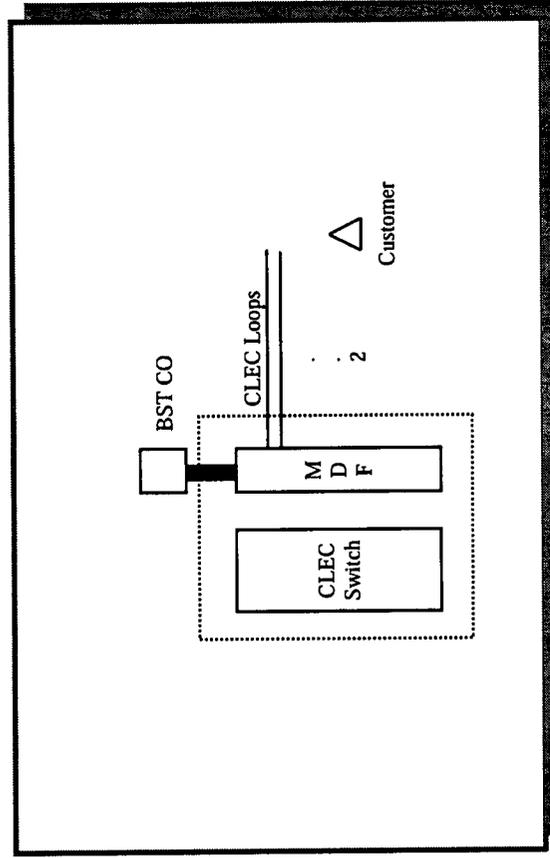
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 398: A CLEC orders 2 business unbundled analog ports for a partial migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 2 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 6 lines, 4 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

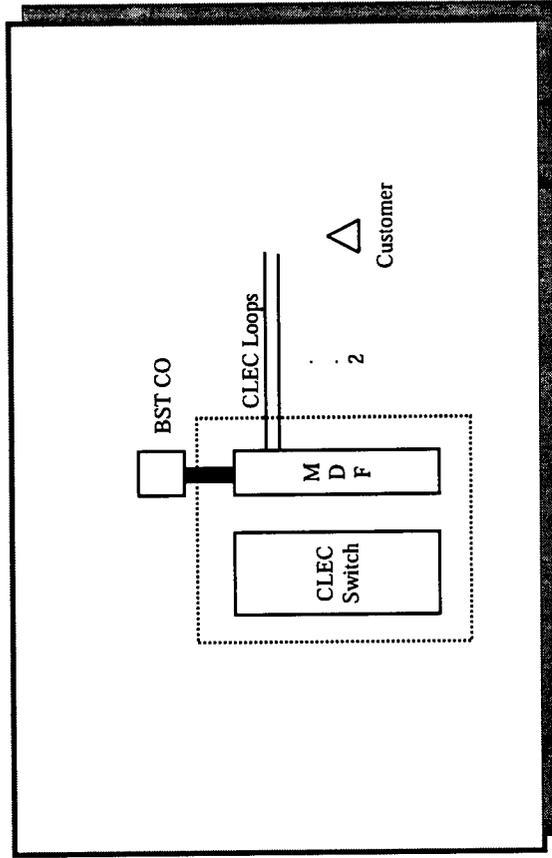
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 399: A CLEC orders 2 business unbundled analog ports for a full migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 2 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

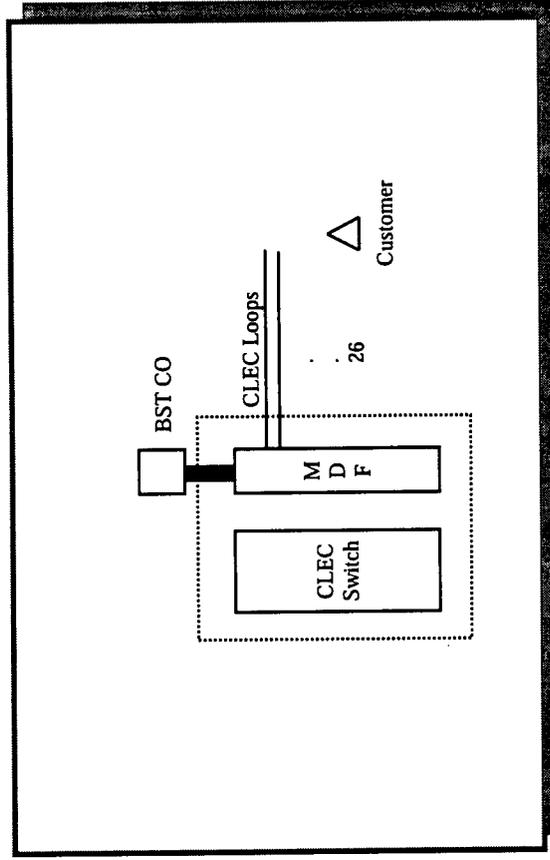
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 400: A CLEC orders 26 business unbundled analog ports for a partial migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 26 business unbundled analog ports in support of a partial migration service request from an existing BST business customer. The business customer currently has 31 lines, 5 of which stay with BST and 26 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

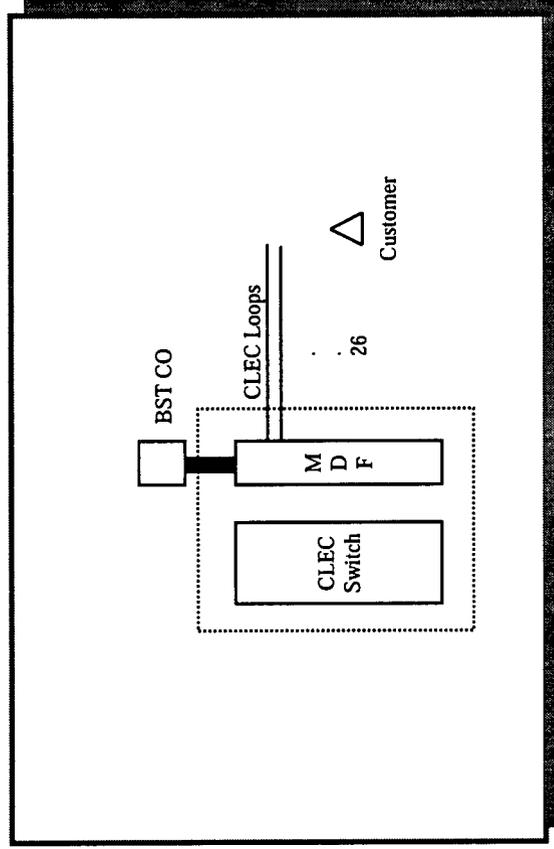
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 401: A CLEC orders 26 business unbundled analog ports for a full migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 26 business unbundled analog ports in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

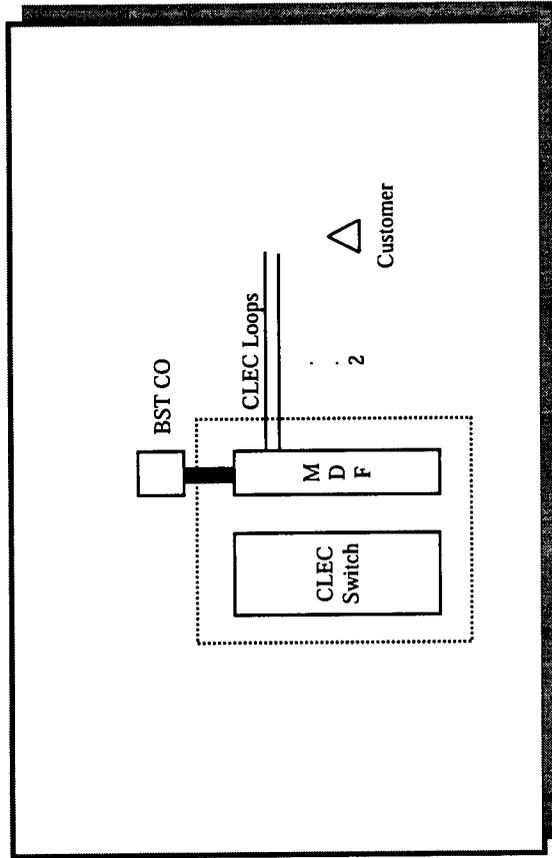
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 402: A CLEC orders 2 residential unbundled analog ports for a partial migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 2 residential unbundled analog ports in support of a partial migration service request from an existing BST residential customer. The residential customer currently has 3 lines, 1 of which stay with BST and 2 are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	X
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

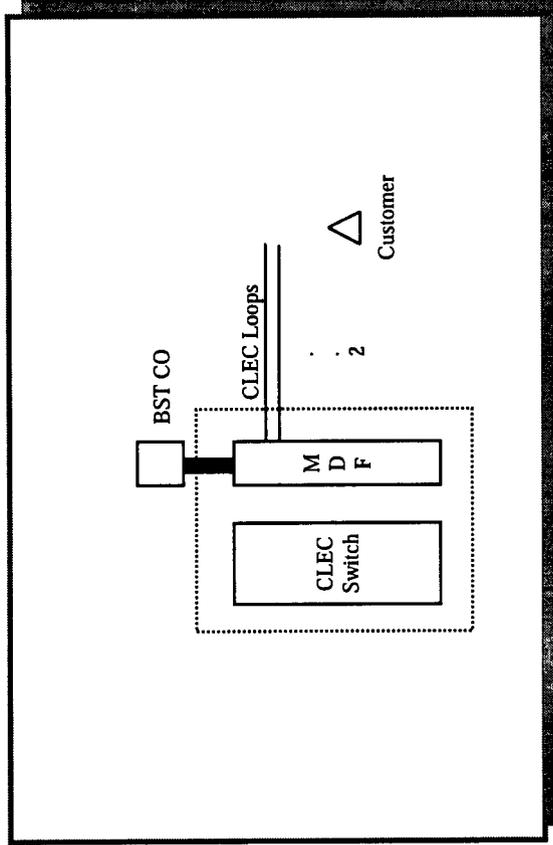
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 403: A CLEC orders 2 residential unbundled analog ports for a full migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 2 residential unbundled analog ports in support of a full migration service request from an existing BST residential customer. The residential customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

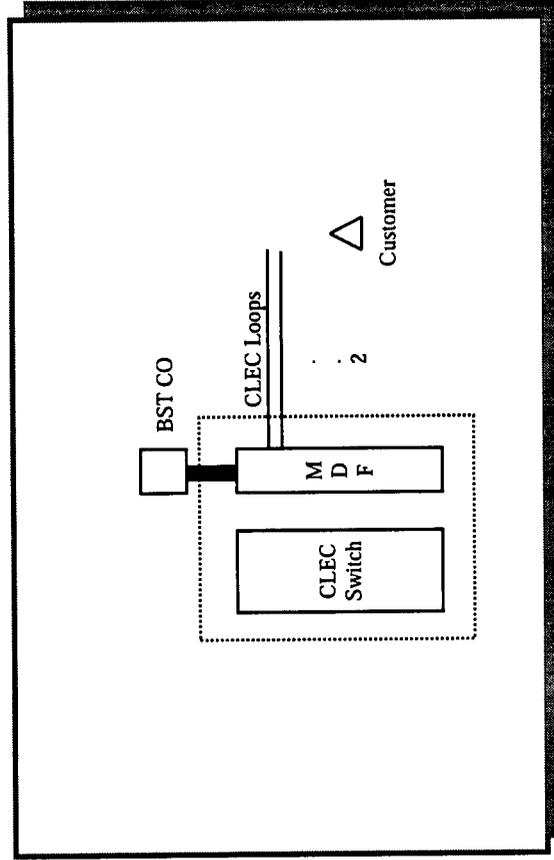
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 404: A CLEC orders 2 business unbundled analog ports from BST for a resale business customer.

Scenario Description:

A CLEC orders 2 business unbundled analog ports from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

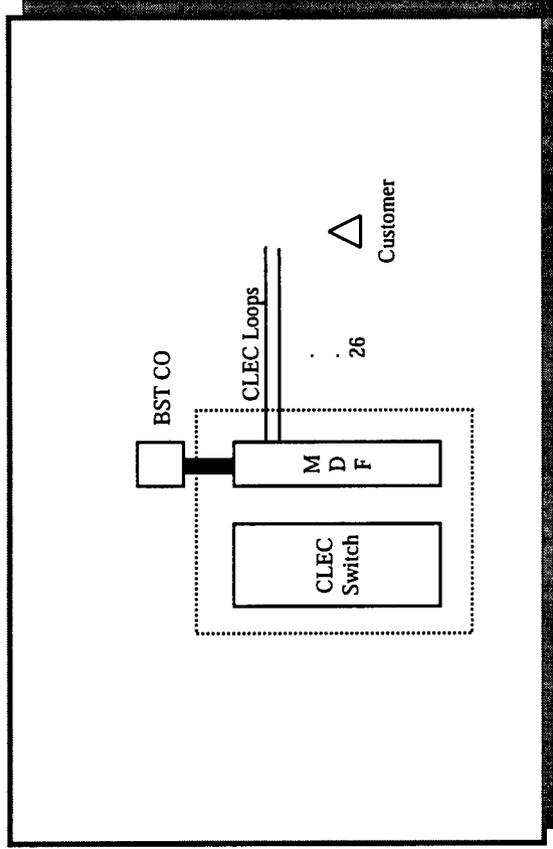
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 405: A CLEC orders 26 business unbundled analog ports from BST for a resale business customer.

Scenario Description:

A CLEC orders 26 business unbundled analog ports from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

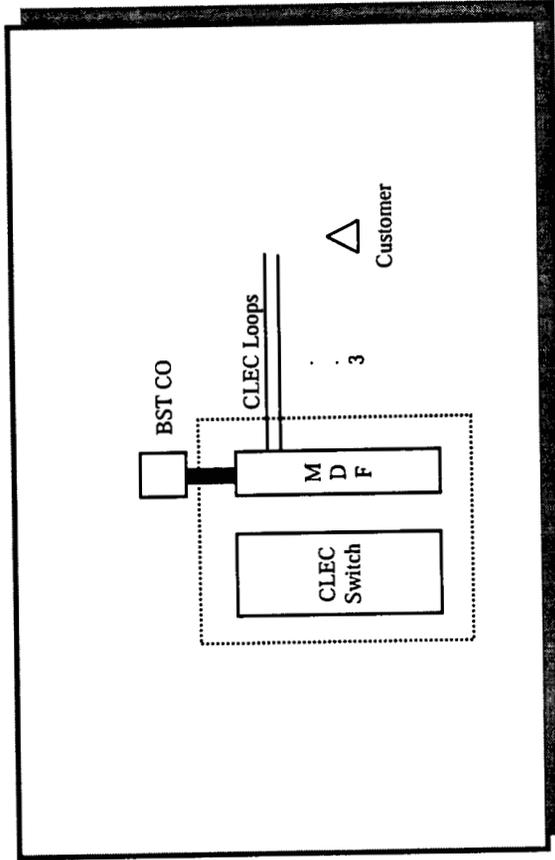
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 406: A CLEC orders 3 residential unbundled analog ports from BST for a resale residential customer.

Scenario Description:

A CLEC orders 3 residential unbundled analog ports from BST for one of its resale residential customers.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

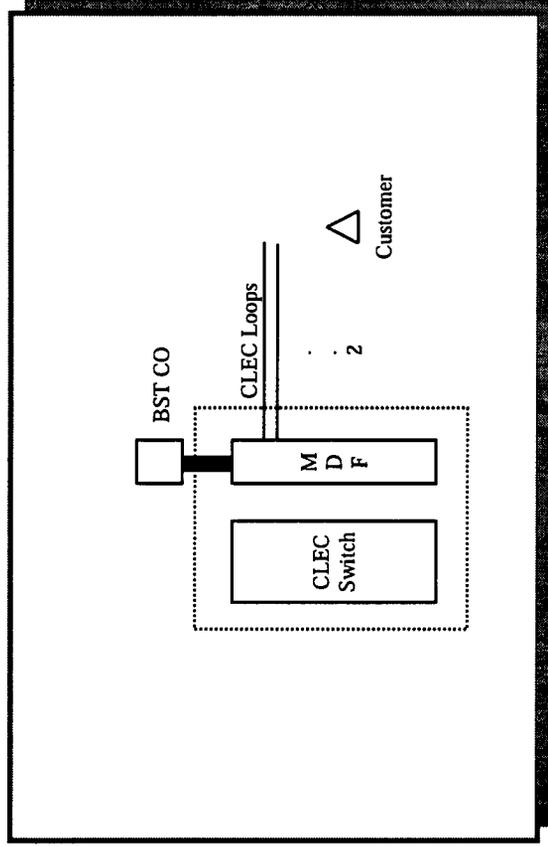
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 407: A CLEC orders a change - add call waiting - on 2 business unbundled analog ports in response to a CLEC customer.

Scenario Description:

A CLEC orders a change - add call waiting - on 2 business unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

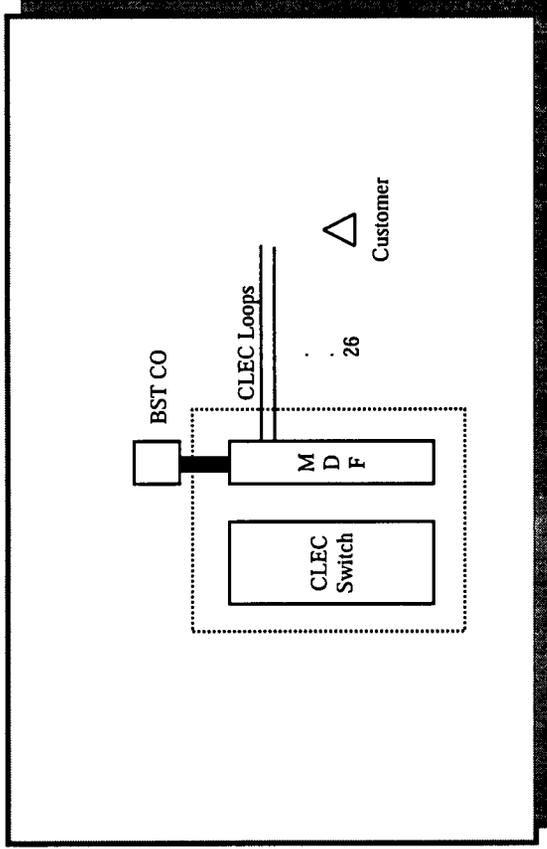
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 408: A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.

Scenario Description:

A CLEC orders a change on 26 business unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

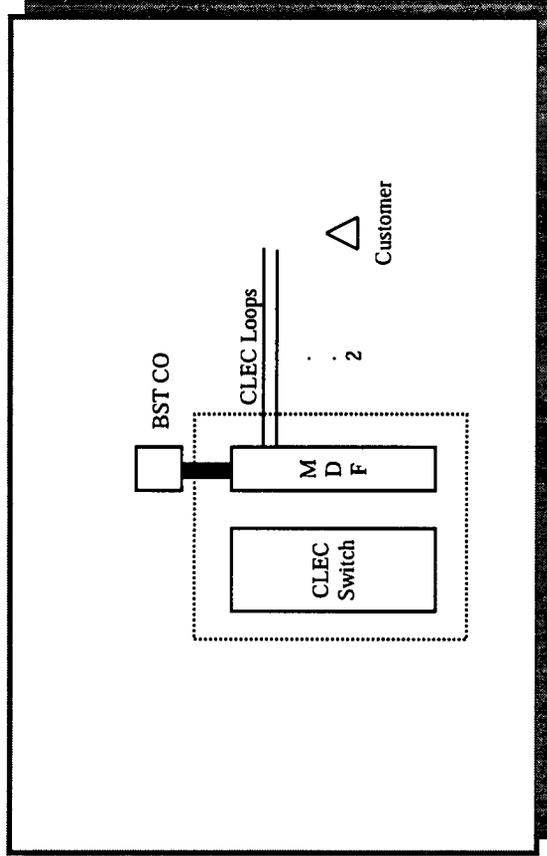
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 409: A CLEC orders a change - add call waiting - on 2 business unbundled analog ports in response to a CLEC customer.

Scenario Description:

A CLEC orders a change - add call waiting - on 2 residential unbundled analog ports in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

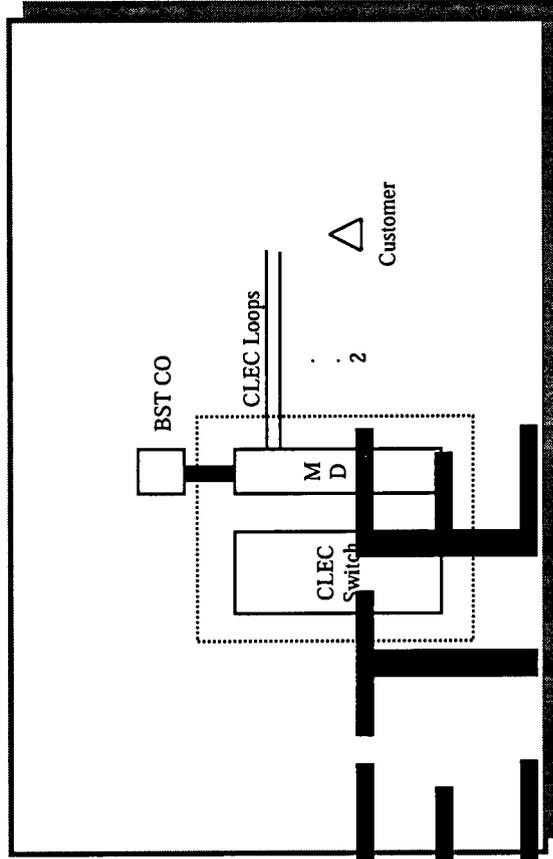
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 410: A CLEC orders a record change on 2 business unbundled analog ports.

Scenario Description:

A CLEC orders a record change on 2 business unbundled analog ports.

Network Configuration:



DELETED

Scenario Summary:

REQTYPE	F
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

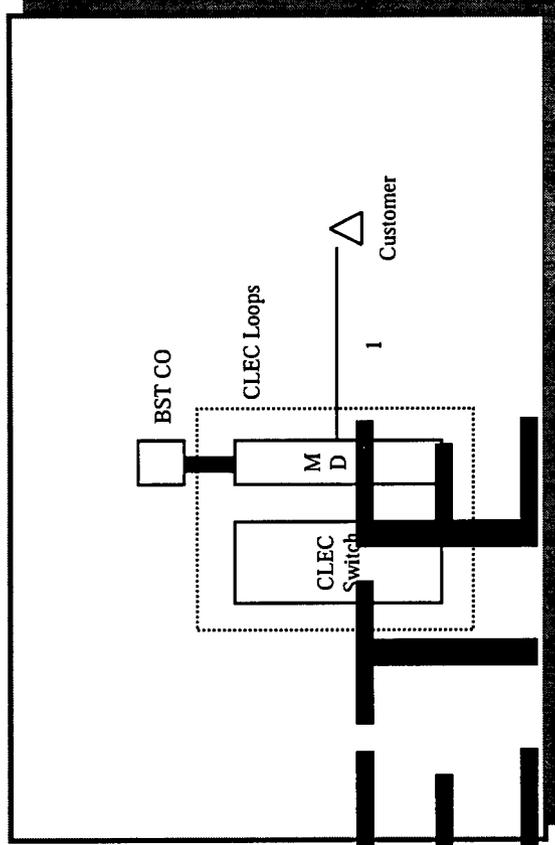
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 411: A CLEC orders a record change on 1 residential unbundled analog port.

Scenario Description:

A CLEC orders a record change on 1 residential unbundled analog port.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

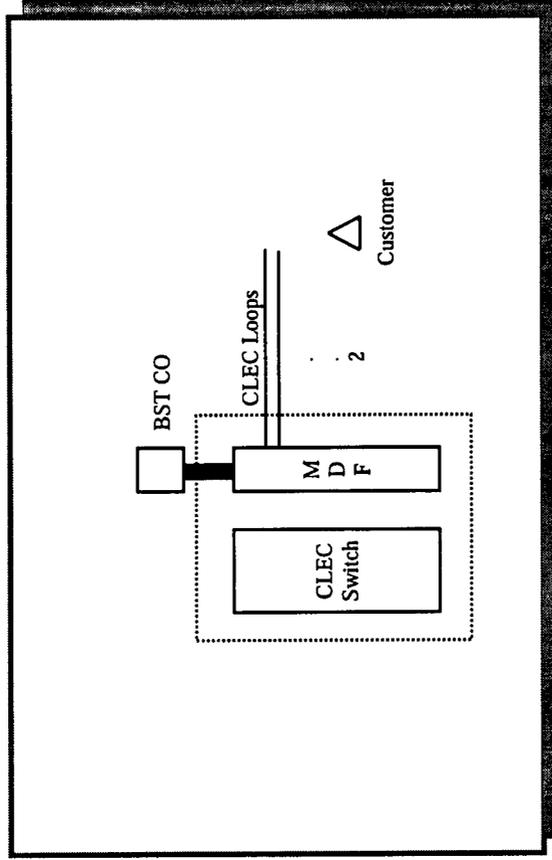
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 412: A CLEC orders a suspend on 2 business unbundled analog ports.

Scenario Description:

A CLEC orders a suspend on 2 business unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

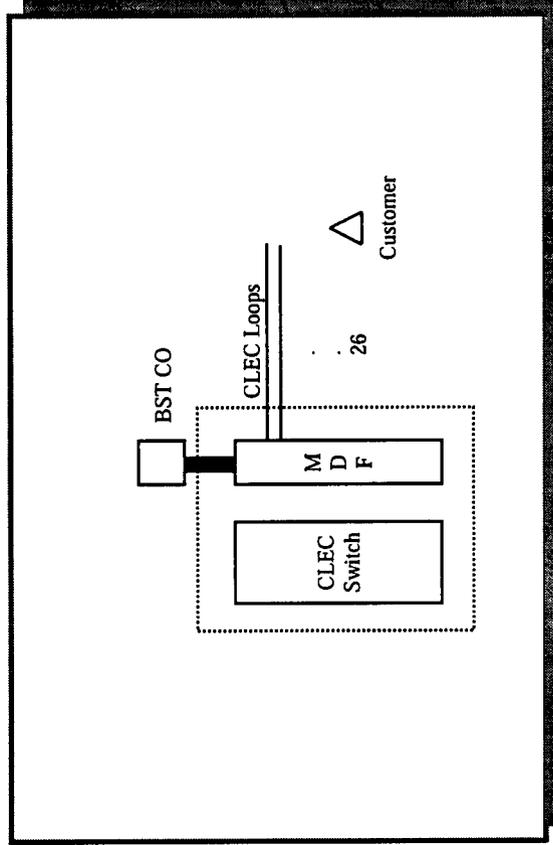
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 413: A CLEC orders a suspend on 26 business unbundled analog ports.

Scenario Description:

A CLEC orders a suspend on 26 business unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

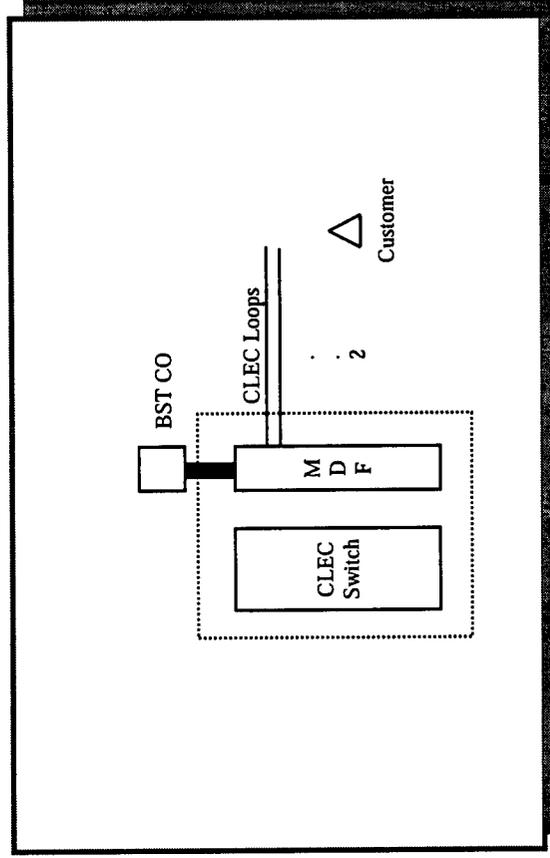
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 414: A CLEC orders a suspend on 2 residential unbundled analog ports.

Scenario Description:

A CLEC orders a suspend on 2 residential unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

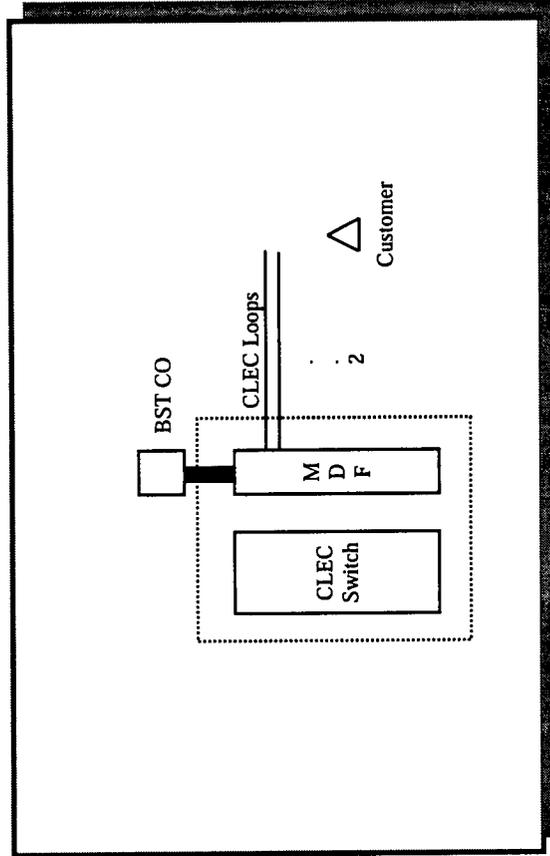
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 415: A CLEC orders a restore on 2 business unbundled analog ports.

Scenario Description:

A CLEC orders a restore on 2 business unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

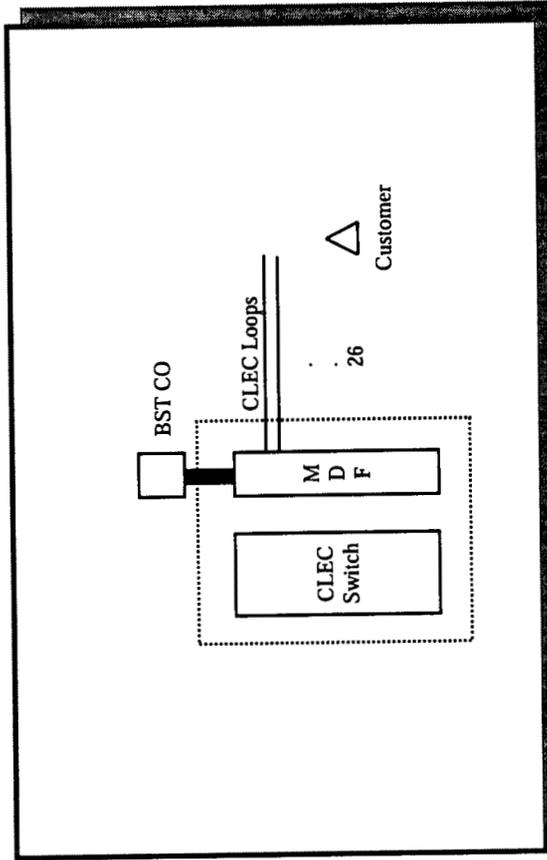
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 416: A CLEC orders a restore on 26 business unbundled analog ports.

Scenario Description:

A CLEC orders a restore on 26 business unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

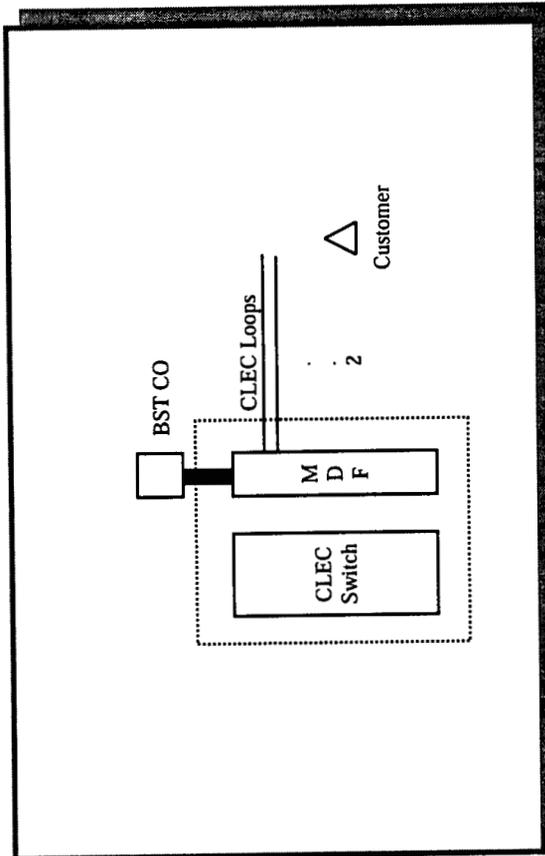
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 417: A CLEC orders a restore on 2 residential unbundled analog ports.

Scenario Description:

A CLEC orders a restore on 2 residential unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

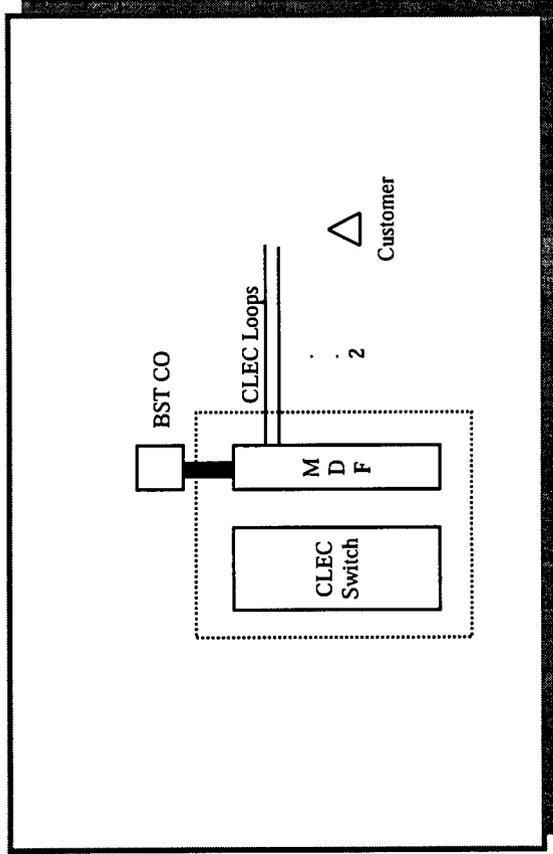
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 418: An existing CLEC business customer is going out of business and disconnects both unbundled analog ports.

Scenario Description:

An existing CLEC business customer is going out of business. The CLEC orders BST to disconnect both of its customer's unbundled analog ports.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

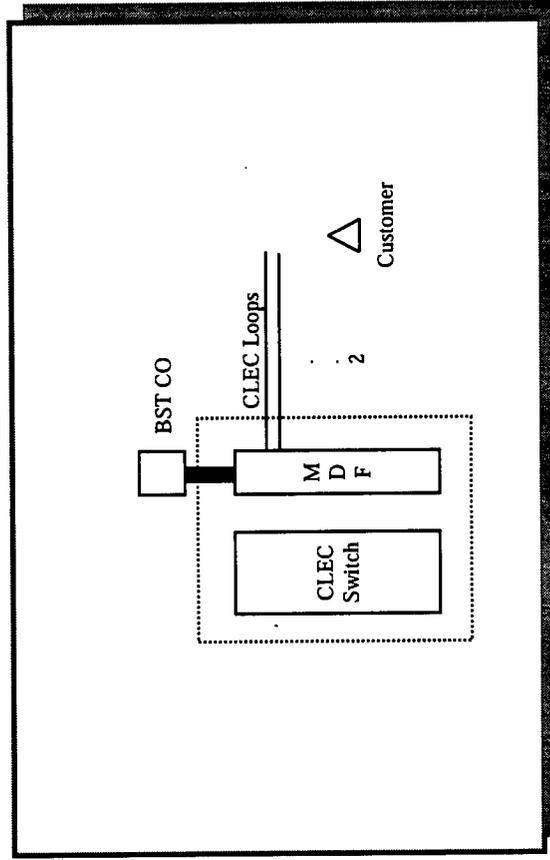
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 419: An existing CLEC residential customer is moving and disconnects both unbundled analog ports.

Scenario Description:

An existing CLEC residential customer is moving to another state. The CLEC orders BST to disconnect both of its customer's unbundled analog ports from BST.

Network Configuration:



Scenario Summary:

REQTYPE	F
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

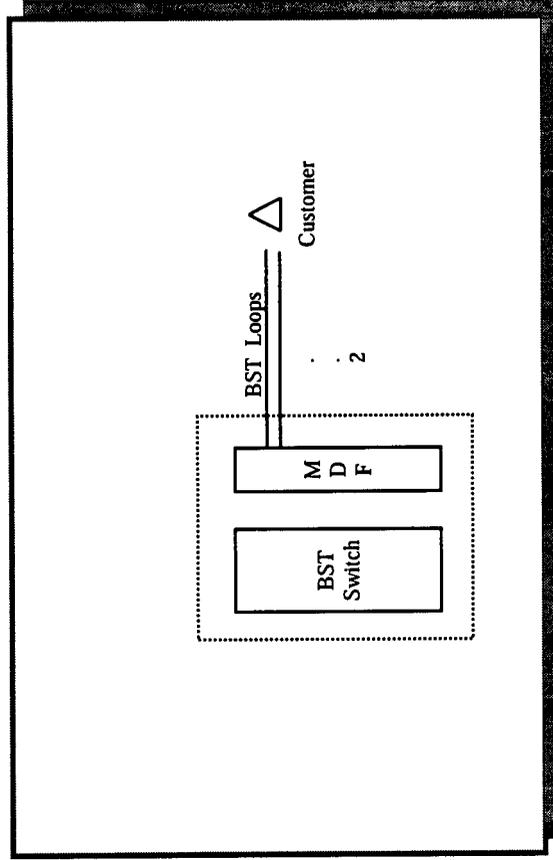
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 420: A CLEC orders 2 new business unbundled analog loop-port combinations from BST.

Scenario Description:

A CLEC orders 2 new business unbundled analog loop-port combinations from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

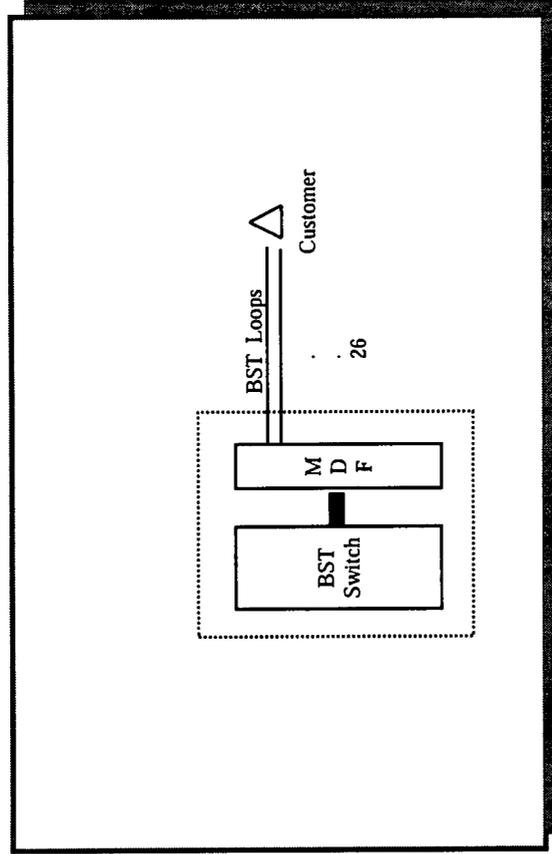
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 421: A CLEC orders 26 new business unbundled analog loop-port combinations from BST.

Scenario Description:

A CLEC orders 26 new business unbundled analog loop-port combinations from BST in support of a new business customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	A
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

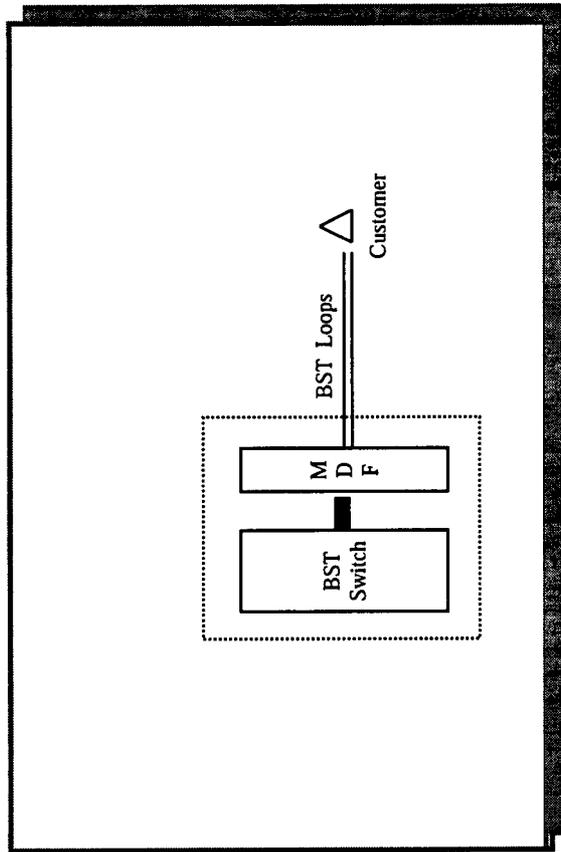
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 422: A CLEC orders 2 new residential unbundled analog loop-port combinations from BST.

Scenario Description:

A CLEC orders 2 new residential unbundled analog loop-port combinations from BST in support of a new residential customer's service request.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	A
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

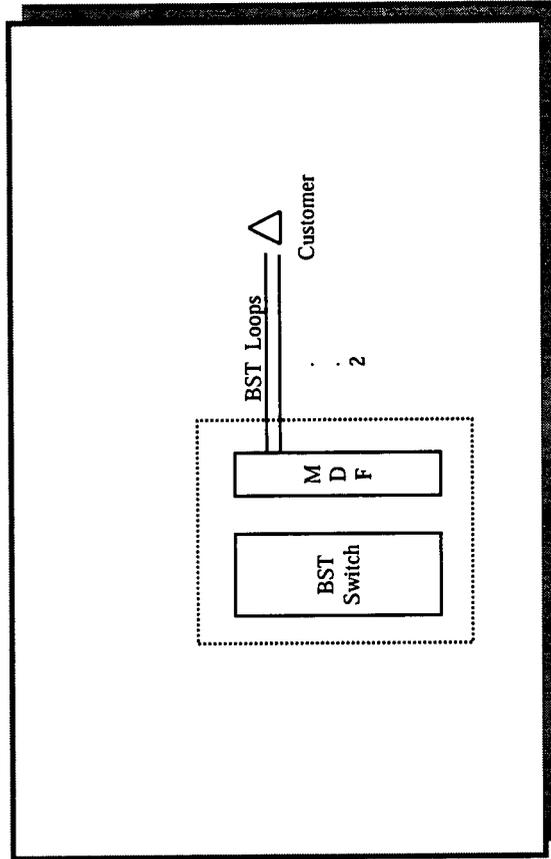
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 423: A CLEC orders 2 business unbundled analog loop-port combinations from BST.

Scenario Description:

A CLEC orders 2 business unbundled analog loop-port combinations from BST in support of a full migration service request from an existing BST business customer. The business customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

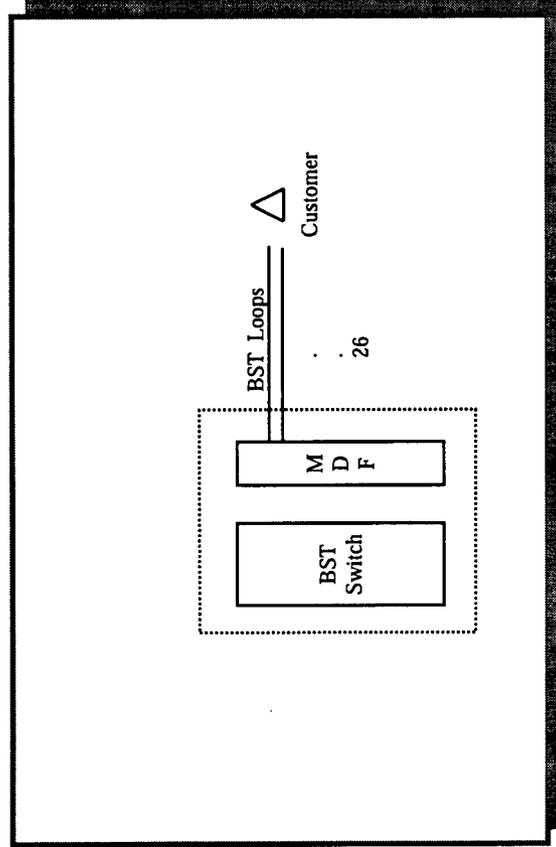
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 424: A CLEC orders 26 business unbundled analog loop-port combinations in support of a full migration service request from an existing BST business customer.

Scenario Description:

A CLEC orders 26 business unbundled analog loop-port combinations in support of a full migration service request from an existing BST business customer. The business customer lines are emigrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

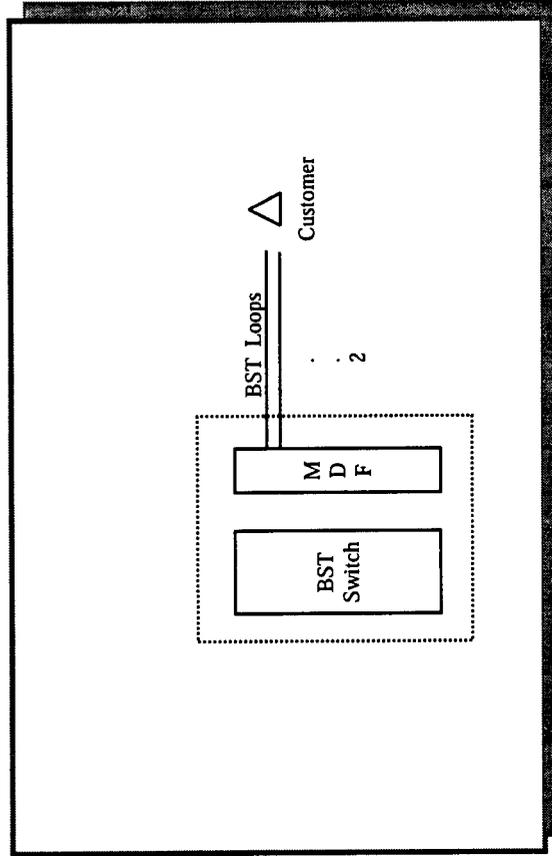
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 425: A CLEC orders 2 residential unbundled analog loop-port combinations in support of a full migration service request from an existing BST residential customer.

Scenario Description:

A CLEC orders 2 residential unbundled analog loop-port combinations in support of a full migration service request from an existing BST residence customer. The received customer lines are migrated "as-specified" to the CLEC.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

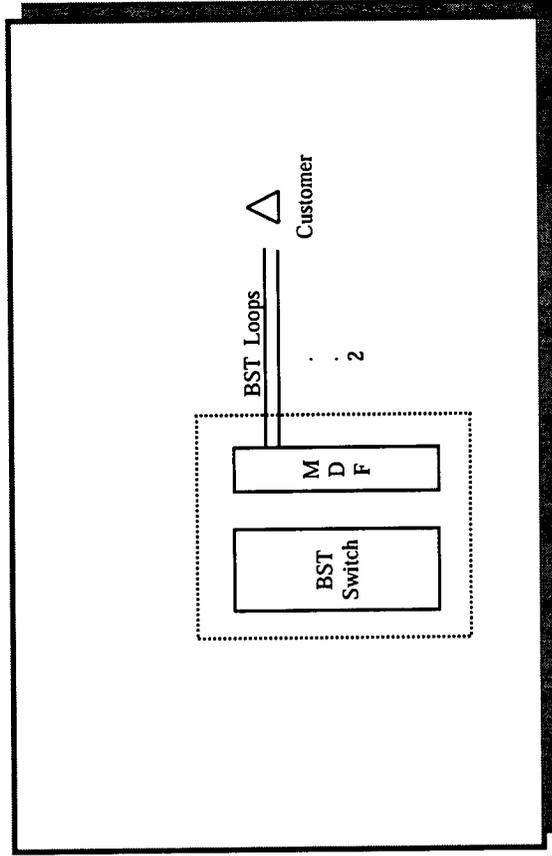
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 426: A CLEC orders 2 business unbundled analog loop-port combinations for one of its resale business customers.

Scenario Description:

A CLEC orders 2 business unbundled analog loop-port combinations for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

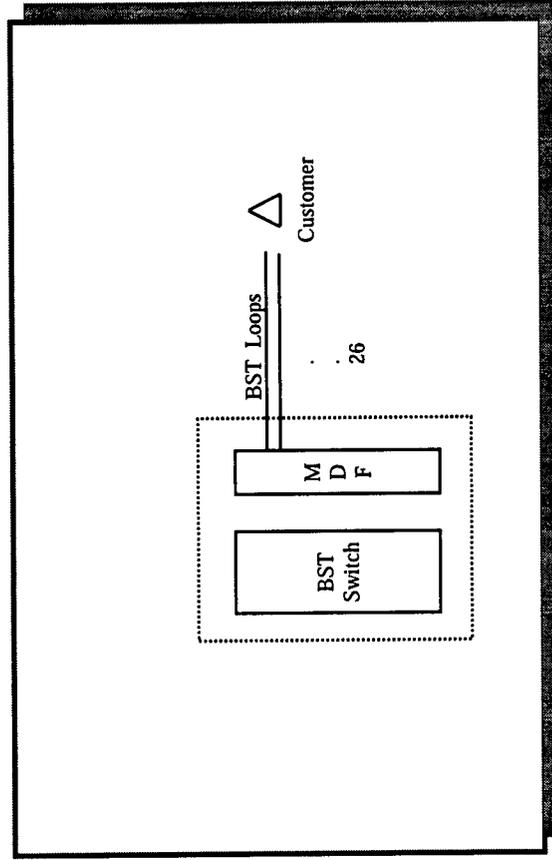
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 427: A CLEC orders 26 business unbundled analog loop-port combinations from BST for one of its resale business customers.

Scenario Description:

A CLEC orders 26 business unbundled analog loop-port combinations from BST for one of its resale business customers.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

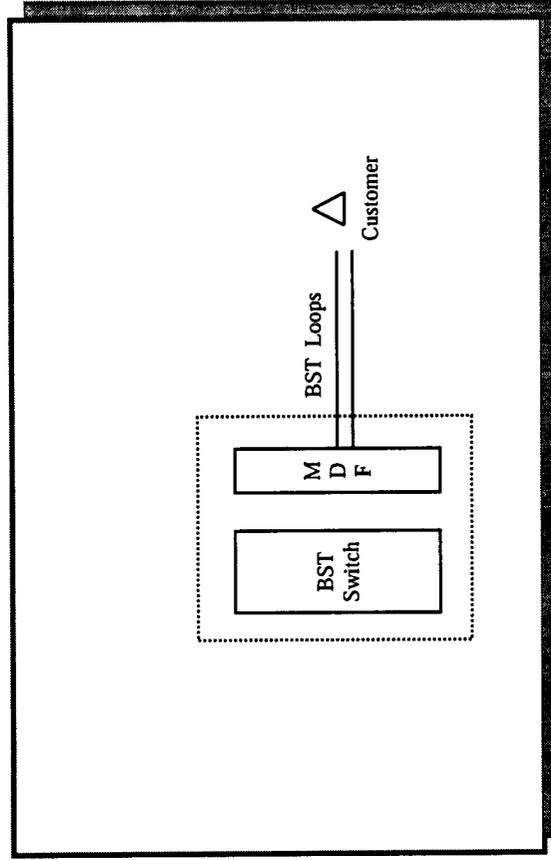
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 428: A CLEC orders 2 residential unbundled analog loop-port combinations from BST for one of its resale residential customers.

Scenario Description:

A CLEC orders 2 residential unbundled analog loop-port combinations from BST for one of its resale residential customers.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	V
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

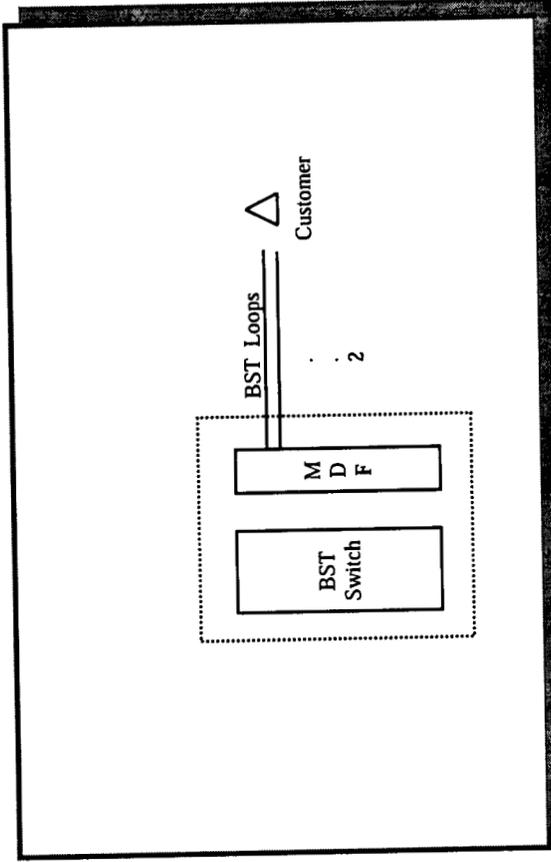
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 429: A CLEC orders a change on 2 business unbundled analog loop-port combinations in response to a CLEC customer complaint.

Scenario Description:

A CLEC orders a change on 2 business unbundled analog loop-port combinations in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

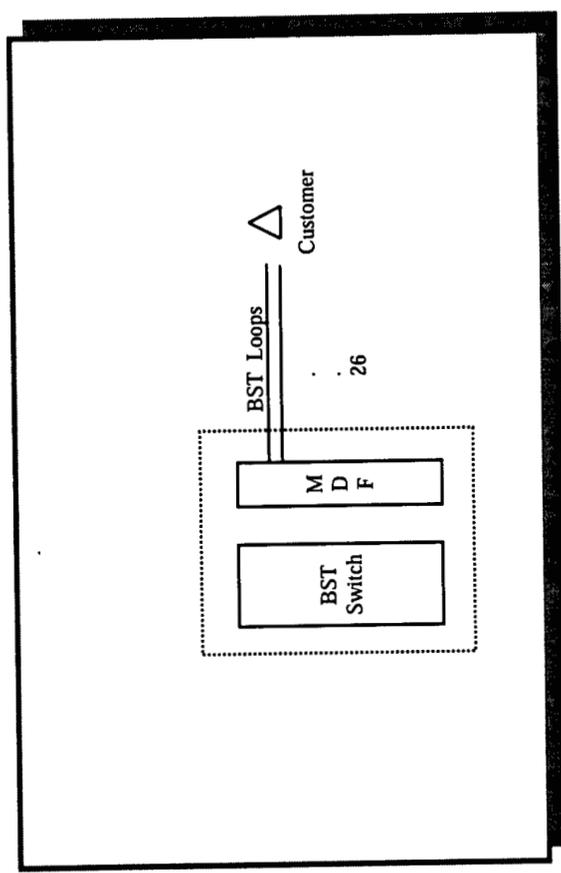
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 430: A CLEC orders a change on 26 business unbundled analog loop-port combinations in response to a CLEC customers complaint.

Scenario Description:

A CLEC orders a change on 26 business unbundled analog loop-port combinations in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	C
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

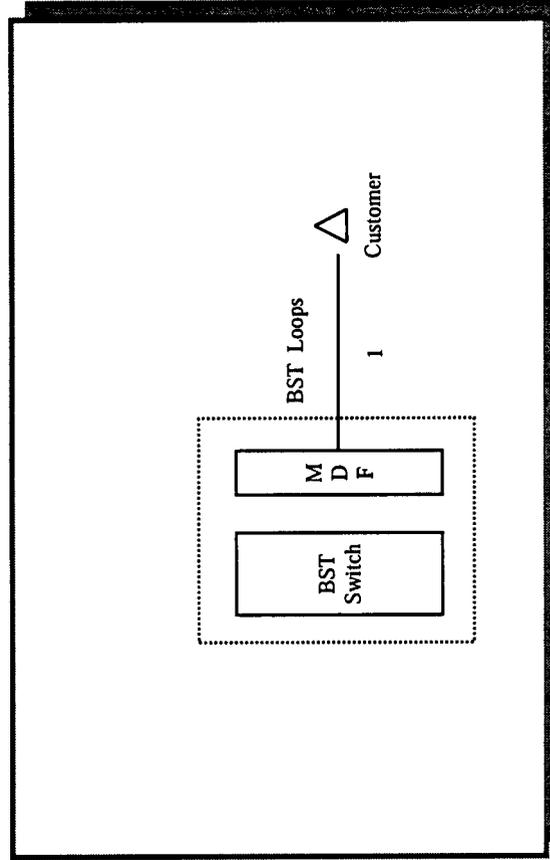
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 431: A CLEC orders a change on 1 residential unbundled analog loop - port combination in response to a CLEC customer complaint.

Scenario Description:

A CLEC orders a change on 1 residential unbundled analog loop-port combination in response to a CLEC customer complaint.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	C
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

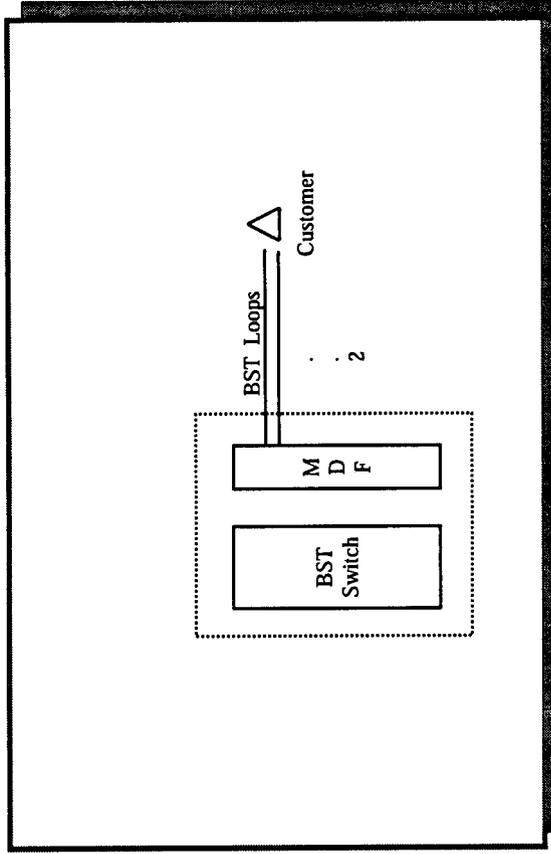
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 432: An existing CLEC business customer moves from the 3rd to the 5th floor of an office complex. The CLEC orders an outside move on both of its customer's unbundled analog loop-port combinations from BST.

Scenario Description:

An existing CLEC business customer moves from the 3rd to the 5th floor of an office complex. The CLEC orders an inside move on both of its customer's unbundled analog loop-port combinations from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

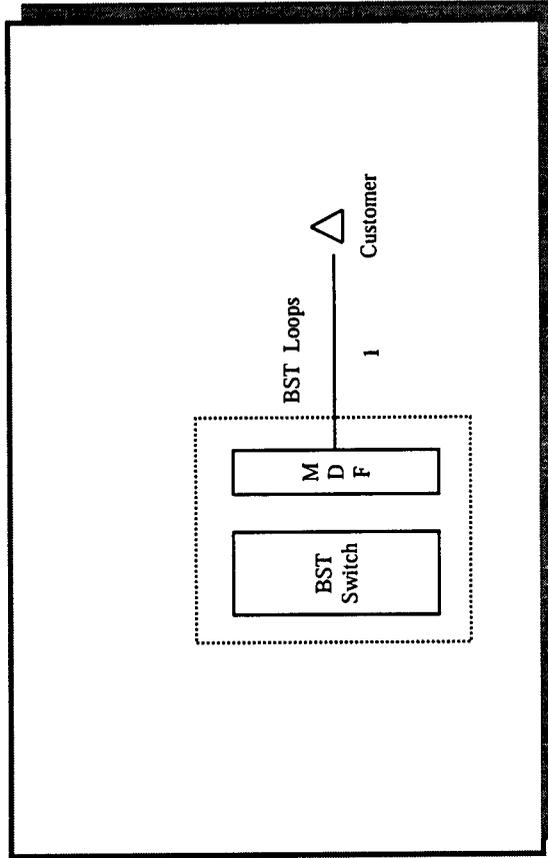
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 433: An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop-port combinations from BST.

Scenario Description:

An existing CLEC residential customer moves from the 2nd to the 3rd floor in an apartment building. The CLEC orders an inside move on its customer's unbundled analog loop-port combinations from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	M
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

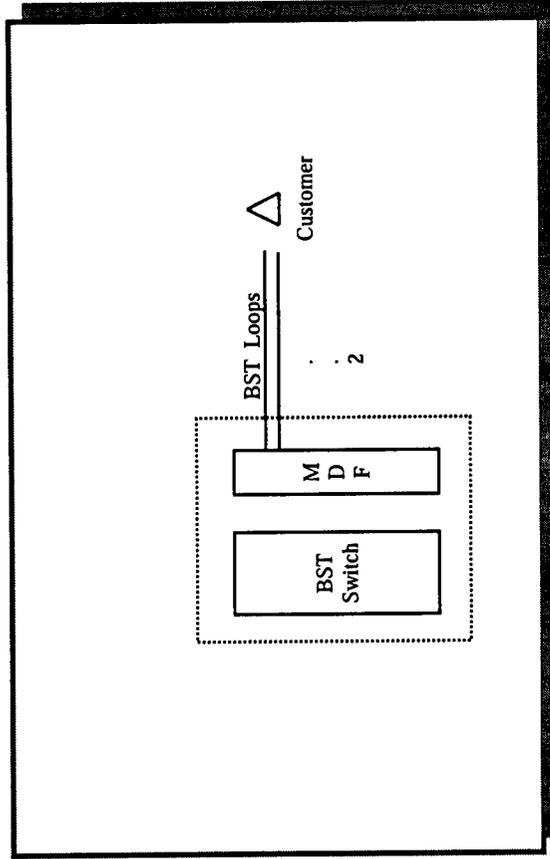
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 434: An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex - different tenant. The CLEC orders an outside move on both of its customer's unbundled analog loop-port combinations from BST.

Scenario Description:

An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex - different tenant. The CLEC orders an outside move on both of its customer's unbundled analog loop-port combinations from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

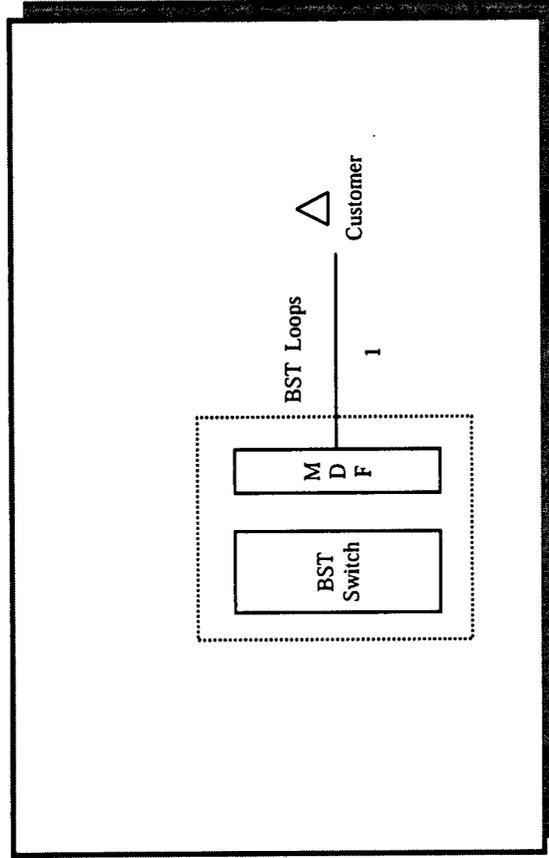
Supplement	X
Errors	X
Cancel	X
Directory Listing	X

Scenario # 435: An existing CLEC residential customer moves across town. The CLEC orders an outside move on its customer's unbundled analog loop-port combination from BST.

Scenario Description:

An existing CLEC business customer moves from the 3rd to the 5th floor in an office complex. The CLEC orders an outside move on its customer's unbundled analog loop-port combination from BST.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	T
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

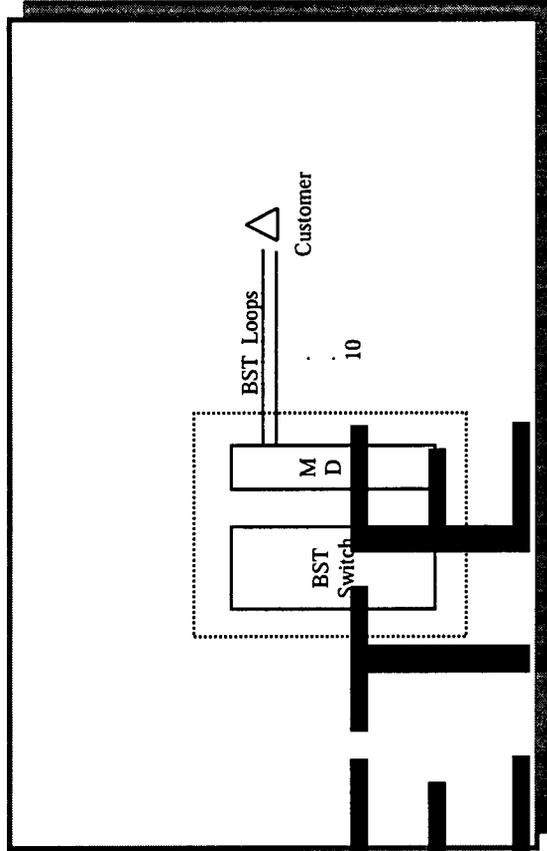
Supplement	X
Errors	X
Cancel	
Directory Listing	X

Scenario # 436: A CLEC orders a record change on 10 business analog loop-port combinations.

Scenario Description:

A CLEC orders a record change on 10 business analog loop-port combinations.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	M
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

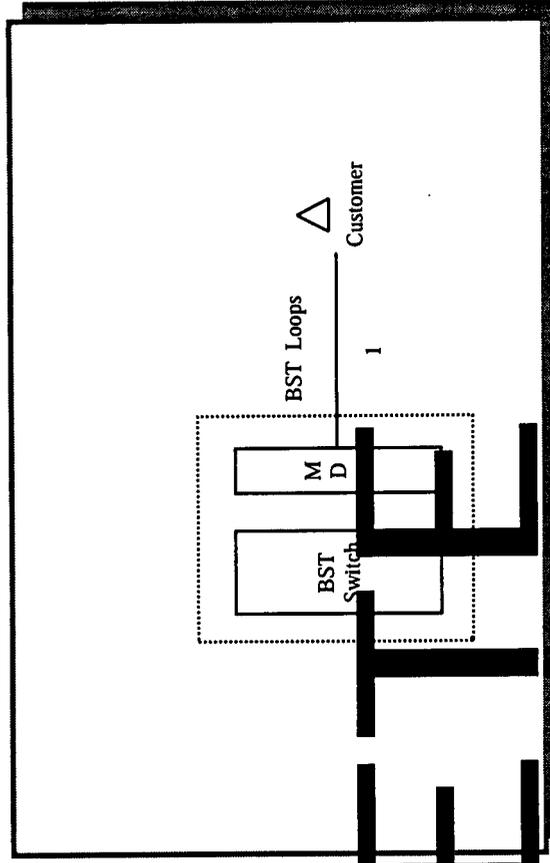
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 437: A CLEC orders a record change on 1 residential unbundled analog loop-port combination.

Scenario Description:

A CLEC orders a record change on 1 residential unbundled analog loop-port combination.

Network Configuration:



DELETE

Scenario Summary:

REQTYPE	M
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

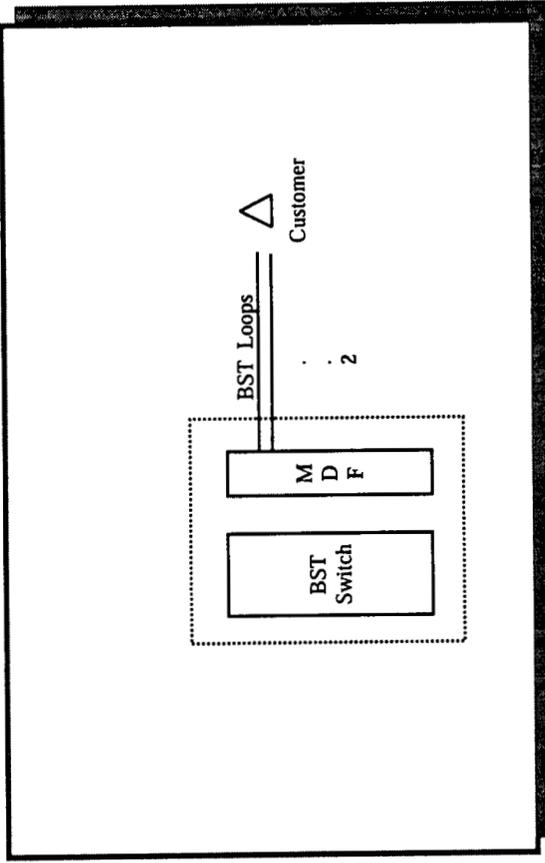
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 438: A CLEC orders a suspend on 2 business unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a suspend on 2 business unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

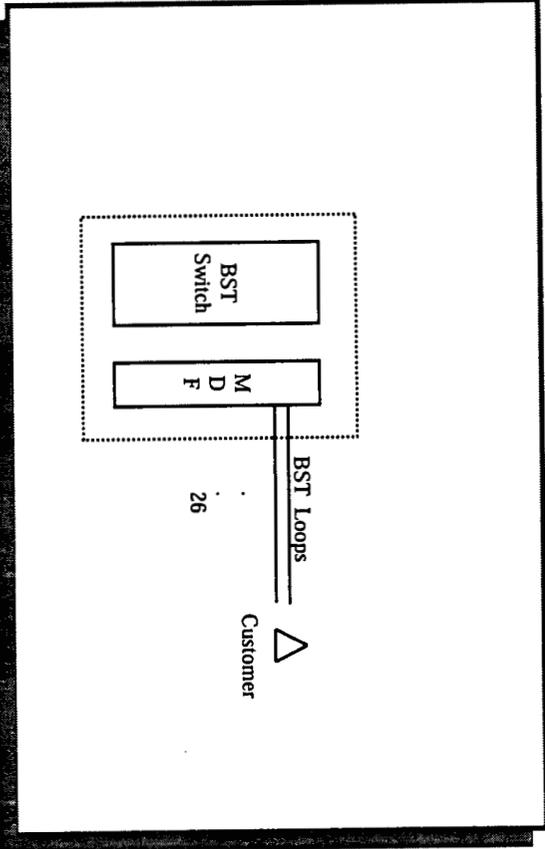
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 439: A CLEC orders a suspend on 26 business unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a suspend on 26 business unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

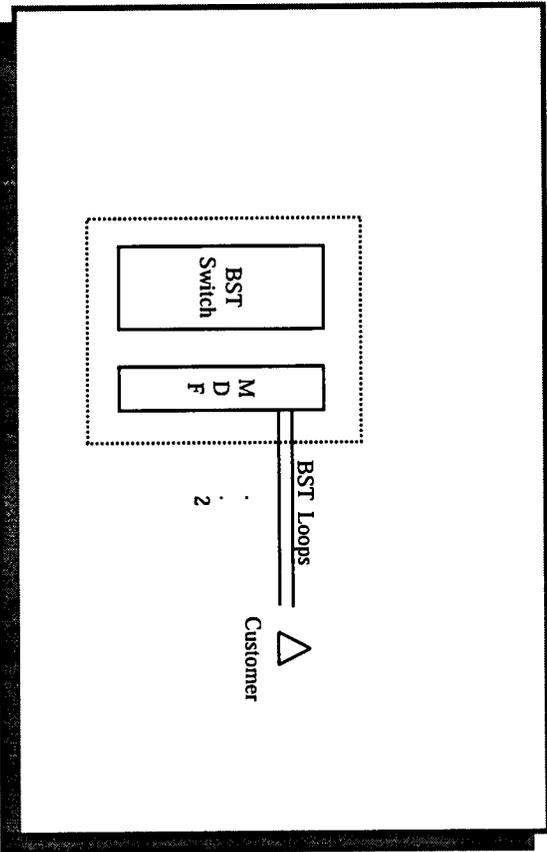
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 440: A CLEC orders a suspend on 2 residential unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a suspend on 2 residential unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	SS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

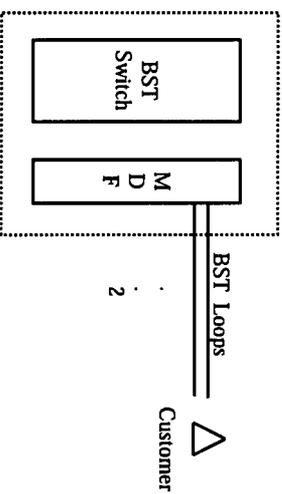
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 441: A CLEC orders a restore on 2 business unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a restore on 2 business unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

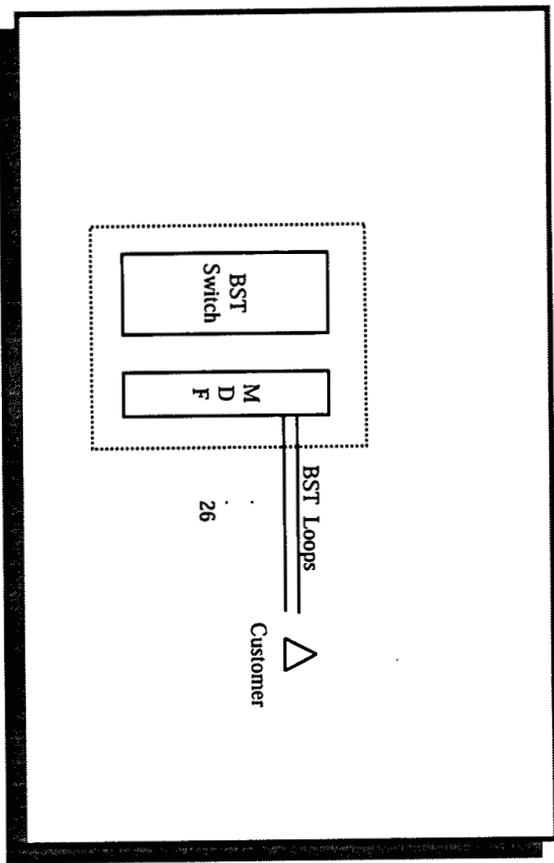
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 442: A CLEC orders a restore on 26 business unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a restore on 26 business unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	
Normal Volume	
Peak Volume	
EDI	X
TAG	X

Test Case Requirements:

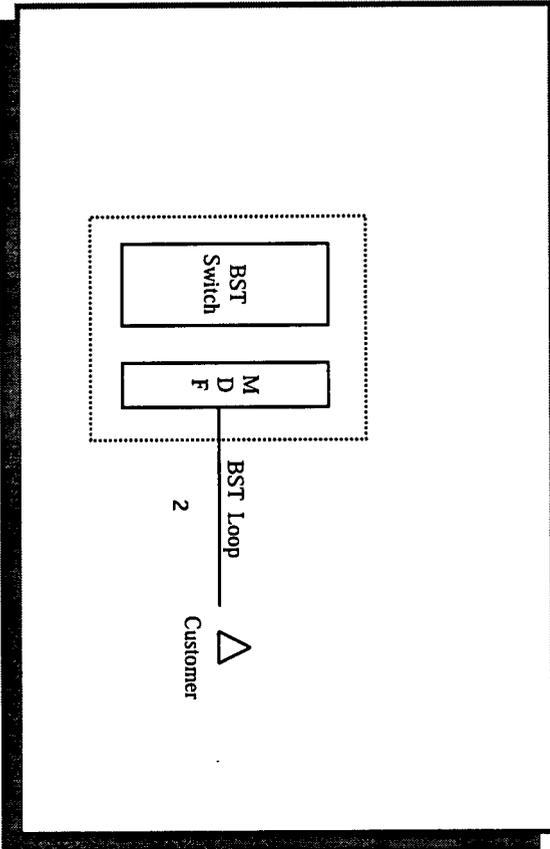
Supplement	X
Errors	X
Cancel	
Directory Listing	

Scenario # 443: A CLEC orders a restore on 2 residential unbundled analog loop-port combinations.

Scenario Description:

A CLEC orders a restore on 2 residential unbundled analog loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	RS
Partial Migration	
Flow-Through	

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

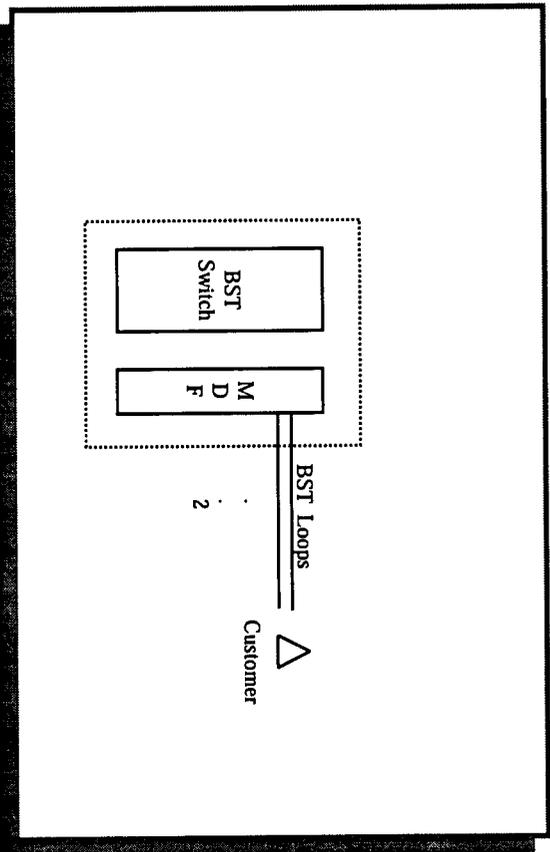
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 444: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both of its unbundled loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACTTYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

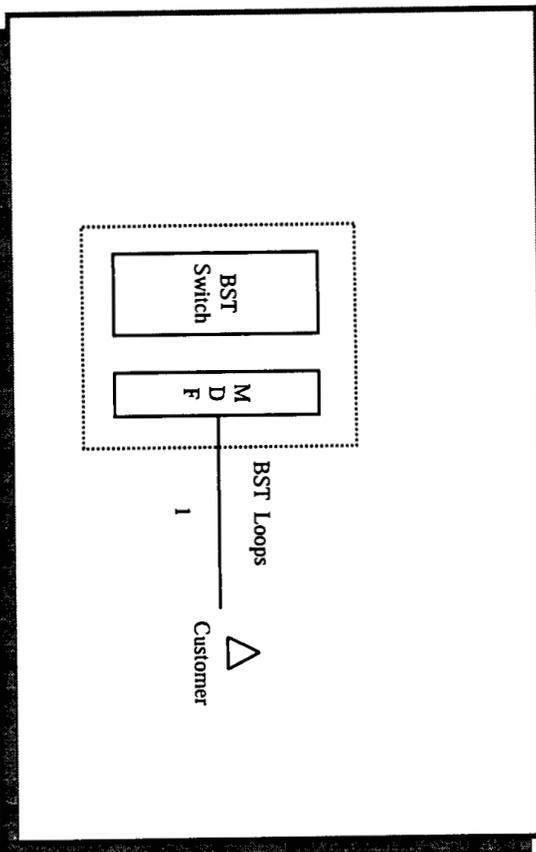
Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 445: An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both its unbundled loop/port combinations.

Scenario Description:

An existing CLEC customer is moving to another state. The CLEC orders BST to disconnect both its unbundled loop-port combinations.

Network Configuration:



Scenario Summary:

REQTYPE	M
ACT TYPE	D
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	X
Errors	X
Cancel	X
Directory Listing	

Scenario # 450: A facilities-based CLEC orders a directory listing (only) for a new business customer.

Scenario Description:

A facilities-based CLEC orders a directory listing for a new business customer.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario # 451: A facilities-based CLEC orders a directory listing (only) for a new residential customer.

Scenario Description:

A facilities-based CLEC orders a directory listing for a new residential customer.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario # 452: A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.

Scenario Description:

A CLEC orders an additional directory listing in support of a service request from an existing business loop port combination customer.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario # 453: A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.

Scenario Description:

A CLEC orders an additional directory listing in support of a service request from an existing residential loop port combination customer.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario # 454: An existing CLEC residential loop port combination customer requests a directory listing change.

Scenario Description:

An existing CLEC residential loop port combination customer requests a directory listing change.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario # 455: An existing CLEC business loop port combination customer requests a directory listing change.

Scenario Description:

An existing CLEC business loop port combination customer requests a directory listing change.

Network Configuration:

Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

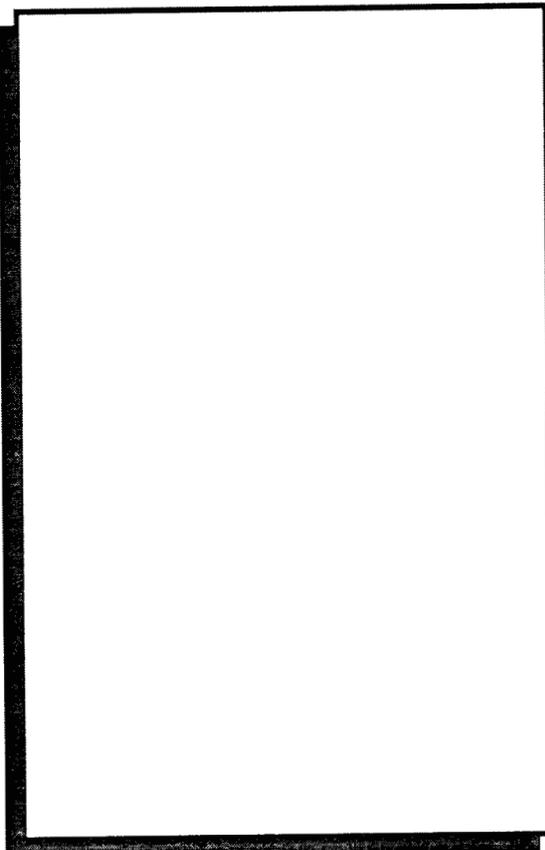
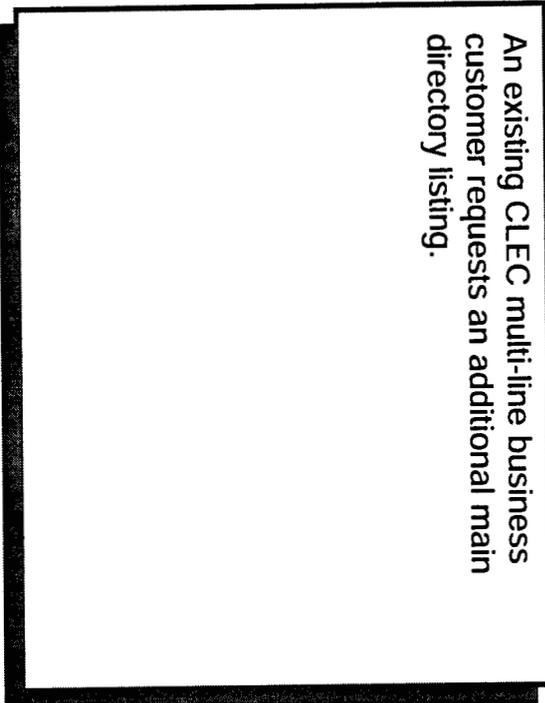
Supplement	
Errors	X
Cancel	
Directory Listing	X

Scenario # 456: An existing CLEC multi-line business customer requests an additional main directory listing.

Scenario Description:

An existing CLEC multi-line business customer requests an additional main directory listing.

Network Configuration:



Scenario Summary:

REQTYPE	J
ACT TYPE	R
Partial Migration	
Flow-Through	X

Scenario Characteristics:

Provisioning	X
Normal Volume	X
Peak Volume	X
EDI	X
TAG	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	X

Appendix B4: Billing Scenarios

Billing Scenarios

A. Primary Categories

Billing (BLG) Scenarios were generated by applying BellSouth's OSS electronic billing/usage business rules and logical business considerations across the following primary categories:

Primary Categories	Definition
Billing/Usage Types	The types of system generated reports
Customer Types	The type of BellSouth customer (End User, CLEC, etc.)
Interface Types	The types of BellSouth interfaces to be tested
Call Types	The types of calls generated (LD, Local, Operator, etc.)

Figure B.4-1: Billing/Usage Scenario Coverage

1. Billing/Usage Types

Figure B.4-II describes the types of billing/usage reports generated by BellSouth and utilized by CLECs.

Billing/Usage	Description
CRIS/CABS	Primary billing system for POTS and UNE
ADUF	Enables a CLEC to provision its network using BellSouth UNE ports and capture the originating and terminating minutes of use (MOUs) generated when IntraLATA/interlata calls are generated from or terminated to its end user's line.
ODUF	Provides electronic billing data for billable messages which are carried over the BellSouth Network, processed in the BellSouth CRIS Billing System and billed to BellSouth CLEC customer. Also includes electronic billing data for operator-handled calls originating from CLEC subscriber lines for those CLECs who purchase Operator Services from BellSouth.
EODUF	Provides usage level data on local calls originating from the flat rate lines resold to CLEC end users

Figure B.4-II: Billing/Usage Types

2. Customer Type

The Customer Type category addresses only business and residential end users. The MTP excludes government.

B. Billing/Usage Coverage

Case	Description
501	A CLEC requests ODUF report Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.
502	A CLEC requests ADUF report Invoicing test cases will be drawn from selected scenarios found in Appendix B.
503	A CLEC requests EODUF report
504	A CLEC contacts BellSouth and wishes to make changes to existing leased UNE Loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.
505	A CLEC contacts Bell South and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Scenario # 501: Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.

Scenario Description:

Daily usage feed test cases will be drawn from selected scenarios found in Appendix B.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/EODUF/ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 502: Invoicing test cases will be drawn from selected scenarios found in Appendix B.

Scenario Description:

Invoicing test cases will be drawn from selected scenarios found in Appendix B.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 503: A CLEC requests EODUF report.

Scenario Description:

A CLEC requests EODUF report

Network Configuration:

NA

Delete

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 504: A CLEC contacts BellSouth and wishes to make changes to existing CLEC leased UNE loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Scenario Description:

A CLEC contacts BellSouth and wishes to make changes to existing CLEC leased UNE loops and/or ports. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/ EODUF/ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Scenario # 505: A CLEC contacts BellSouth and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Scenario Description:

A CLEC contacts BellSouth and wishes to order new Loops and/or ports. The order will include new equipment required and no new equipment required. A CLEC order submitted to BellSouth before invoice cutoff, provisioned before and after.

Network Configuration:

NA

Scenario Characteristics:

Provisioning	X
Normal Volume	
Peak Volume	
CRIS/CABS	X
ADUF/EODUF/ODUF	X

Test Case Requirements:

Supplement	
Errors	X
Cancel	
Directory Listing	

Appendix B5: M & R Scenarios

Maintenance & Repair Scenarios

A. Primary Categories

Maintenance & Repair (M&R) Scenarios were generated by applying BellSouth's OSS electronic ordering business rules and business logic across the following primary categories:

<i>Primary Categories</i>	<i>Definition</i>
1. Products and Services	The products and services which cause trouble reports.
2. Trouble Types	The type of trouble reported by the customer
3. Customer Types	The type of end user account linked to an order.
4. Interface Types	The type of BellSouth interface to be tested.

Figure B5-I: Maintenance & Repair Scenario Coverage

1. Products and Services

Figure B5-II lists the individual products covered in the functionality test per the Product Selection analysis described in Appendix A of this Test. A statistically and functionally representative sample of resale and UNE trouble test cases, including error conditions, will be tested at volumes.

<i>Products to be Tested for Maintenance & Repair</i>
UNE Loops
2-Wire Analog Designed Loops
2-Wire Analog Non-Designed Loops
4-Wire Analog Designed Loops
4-Wire Analog Designed Loops
4-Wire ISDB Loops
4-Wire DS-1 Loops
UNE Port
Analog Port
Digital Port
UNE Loop-Port
2-Wire Analog Loop-Port Combination
4-Wire Analog Loop-Port Combination
2-Wire Analog Loop-Port Combination
4-Wire Analog Loop-Port Combination
Loop-Dedicated Interoffice Transport Combination
Resale
Simple Resale
ISDN-BRI
Analog PBX DID Trunk
Synchronet

Figure B5-II: Products to be Tested for Maintenance & Repair

2. Trouble Types

Figure B5-III describes the types of trouble reports that will be entered into the TAFI and ECTA interfaces.

<i>Trouble Type</i>	<i>Description</i>
Dialtone Problems	Dialtone trouble includes: inability to originate and/or receive calls, no dialtone at times, slow dialtone, and dialtone after dialing.
Transmission Problems	Transmission trouble includes interference or poor sound quality while originating or receiving calls.
Feature Problems	Feature trouble includes problems with customer's features. * TAFI can also process service verification requests by comparing information on the CSR with what is programmed in the switch, including calling plans, features and PIC. ECTA only allows the CLEC to "enter" a trouble report for subsequent manual processing
Switched Network Problems	Switched network problems include trouble related to the switch.
Data Problems	Data trouble specifies problems with sending and receiving data.
Other	Other trouble type includes historical reports, information and non-categorized problems. Physical problems are labeled as "other" in Figure B5-IV.

Figure B5-III: M&R Trouble Types

3. Customer Type

The Customer Type category addresses only business and residential end users. The Test excludes government.

4. Interface Type

BellSouth offers two interfaces for CLEC maintenance & repair issues: ECTA and TAFI. In many cases, both ECTA and TAFI will be tested using the same scenario.

B. Test Case Definition (Secondary Requirements)

Additional requirements or variables will be introduced below the test scenario level in order to define individual test cases. These secondary requirements will address designed errors (e.g., invalid entries), cancels and repeat troubles. In addition, timing associated with trouble reports on new installations will vary at the test case level.

Note: TAFI processes non-designed, telephone number based, Plain Old Telephone Service (POTS). Because unbundled ports and unbundled loop - port combos are handled in the same manner as a POTS line for maintenance and repair, non-designed UNEs can be entered through TAFI. Unbundled Loops and designed UNEs, on the other hand, will not be entered via TAFI.

Note: ECTA will enter both POTS troubles in LMOS and 'designed' service troubles in WFA for subsequent manual processing. With the deployment of ECTA Release 5.0 (due 6/21/99), ECTA will enter non-designed UNE Loop (SL-1) troubles in LMOS.

C. Maintenance & Repair Coverage

The following table illustrates coverage of the maintenance & repair scenarios along the four primary categories described above.

Scenario Description	Product Type				Trouble Type					Customer		Interface		
	Analog UNES (Loop/Port/Loop/Port Combo)	Digital UNES (Loop/Port/Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
Analog UNE Loop														
601 CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot receive or make calls.	X				X						X			X
602 CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC residential customer who cannot make or receive calls.	X				X							X		X
603 CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.	X				X						X			X
604 CLEC reports unbundled designed analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.	X				X							X		X
605 CLEC reports unbundled designed analog loop trouble to BST in response to CLEC business customer complaint that although they can originate calls, they cannot receive calls.	X				X						X			X
606 CLEC reports trouble on an unbundled designed analog loop to BST on behalf of CLEC residential customer who cannot receive calls.	X				X									X
607 CLEC submits trouble report on an unbundled designed analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.	X					X						X		X

Scenario Description	Product Type			Trouble Type					Customer		Interface			
	Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
608 CLEC submits trouble report on unbundled designed analog loop to BST in response to CLEC residential customer's complaints of crosstalk.	X					X						X		X
Digital UNE Loop														
609 CLEC reports line failure on unbundled digital loop to BST.		X			X						X			X
610 CLEC reports line failure to BST on unbundled designed DSO loop.		X			X						X			X
611 CLEC reports trouble on four unbundled designed digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
612 CLEC reports trouble on unbundled designed digital loop to BST on behalf of residential customer who cannot originate calls.		X			X						X			X
613 CLEC reports trouble on unbundled designed digital loop to BST on behalf of small CLEC business customer who cannot receive calls.		X			X						X			X
614 CLEC reports trouble on unbundled designed digital loop to BST on behalf of small CLEC residential customer who cannot receive calls.		X			X						X			X
615 CLEC reports high bit error-rates on two unbundled designed DSO loops to BST in response to CLEC business customer complaint.		X									X			X
616 CLEC submits trouble report on unbundled digital loop to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.		X											X	X
Analog Loop - Port UNE Combination														
617 CLEC submits trouble report on two unbundled analog loop - port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.	X										X			X

Scenario Description	Product Type			Trouble Type						Customer		Interface		
	Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Ongoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
618 CLEC reports trouble on unbundled analog loop - port combination to BellSouth on behalf of CLEC residential customer who cannot receive or originate calls.	X				X							X	X	X
619 CLEC reports trouble on unbundled analog loop - port combination to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.	X				X						X		X	X
620 CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.	X				X							X	X	X
621 CLEC submits trouble on unbundled analog loop - port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.	X				X						X		X	X
622 CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.	X				X							X	X	X
623 CLEC submits trouble on four BST provided unbundled analog loop - port combinations to BellSouth in response to CLEC business customer complaint of noisy lines.	X					X					X		X	X
624 CLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint of noisy line.	X					X						X	X	X
625 CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.	X					X					X			X
626 CLEC reports trouble on nine unbundled non-designed analog loop - port combinations to BST on behalf of CLEC business customer whose	X										X		X	

Scenario Description	Product Type				Trouble Type					Customer		Interface
	Analog UNES (Loop, Port, Loop/Port Combo)	Digital UNES (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus Res	
vertical features are not functioning properly.												
Digital Loop-Port UNE Combination												
627 CLEC reports feature trouble on unbundled non-designed digital loop - port combination to BST in response to CLEC residential customer complaint.		X					X				X	X
628 CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled analog loop - port combination.	X								X			X
629 CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X									X		X
630 CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.	X							X			X	X
631 CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X							X			X	X
Digital Loop-Port UNE Combination												
632 CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC business customer who cannot receive or originate calls.		X							X		X	X
633 CLEC reports NDT on three unbundled digital loop - port combinations to BST.		X							X		X	X
634 CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.		X							X		X	X

Scenario Description	Product Type			Trouble Type						Customer		Interface		
	Analog UNES (Loop/Port/Loop/Port Combo)	Digital UNES (Loop/Port/Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
635 CLEC submits troubles NDT on unbundled digital loop - port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.	X				X						X			X
636 CLEC reports trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that they cannot originate calls.	X				X						X			X
637 CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot originate calls.	X				X						X			X
638 CLEC reports trouble on three unbundled digital loop - port combinations to BST on behalf of CLEC business customer who cannot receive calls.	X				X						X			X
639 CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer who cannot receive calls.	X				X						X			X
640 CLEC submits trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.	X						X				X			X
641 CLEC reports vertical feature trouble on unbundled digital loop - port combination to BST for CLEC residential line.	X						X				X			X
642 CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line.	X								X		X			X
643 CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer's inability to send data over ISDN line.	X								X		X			X

	Scenario Description	Product Type			Trouble Type						Customer		Interface		
		Analog UNES (Loop/Port/Loop/Port Combo)	Digital UNES (Loop/Port/Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
	UNE Port														
644	CLEC reports trouble on unbundled analog port to BST in response to business customer's inability to receive or originate calls.	X				X						X		X	
645	CLEC submits trouble report on two unbundled digital ports to BST in response to CLEC residential customer report of NDT.		X			X						X		X	
646	CLEC reports trouble with unbundled port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN-BRI line.		X			X						X		X	
647	CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN-BRI line.		X			X						X		X	
648	CLEC reports trouble on unbundled digital port to BST in response to CLEC business customer's inability to receive incoming calls.		X			X						X		X	
649	CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls.	X												X	
650	CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled analog port.	X								X				X	
651	CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled digital port.		X							X				X	
652	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled analog port.	X											X	X	
653	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided		X										X	X	

Scenario Description	Product Type			Trouble Type						Customer		Interface		
	Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
unbundled digital port.														
654 CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.	X						X				X			
655 CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.		X					X				X			
656 CLEC reports outage of unbundled analog port to BST.	X									X				X
657 CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.		X			X						X			X
658 CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.		X				X					X			X
659 CLEC reports PBX trunk failure on unbundled digital loop to BST.		X								X				X
Resale														
660 CLEC reports inability to originate or receive calls on resale POTS line to BST.				X						X				X
661 CLEC reports inability to originate calls on resale POTS line to BST.				X						X				X
662 CLEC reports inability to receive calls on resale POTS line to BST.				X						X				X
663 CLEC reports intermittent noise trouble on resale POTS line.				X					X					X
664 CLEC reports feature trouble on resale POTS line to BST.				X				X						X

Scenario Description	Product Type				Trouble Type						Customer		Interface	
	Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
665 CLEC reports to BST that Hunting is not working on resale line.				X				X			X			X
666 CLEC reports trouble on resale Synchronet line to BST.				X					X		X			X
667 CLEC reports high distortion on resale ISDN-BRI line to BST.				X					X		X		X	X
668 CLEC reports hunting problems on resale POTS line to BST.			X					X					X	X
669 CLEC reports PBX trunk failure on resale line to BST				X						X	X			X

Figure B5-IV: Maintenance & Repair Coverage Matrix

D. Maintenance & Repair Scenarios

The following list is a summarization of the maintenance and repair scenarios. They will be used to test ECTA and the TAFI version developed for use by Competitive Local Exchange Carriers (CLECs).

Scenario #	Trouble Description
601	CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot receive or make calls.
602	CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC residential customer who cannot make or receive calls.
603	CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.
604	CLEC reports unbundled designed analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.
605	CLEC reports unbundled designed analog loop trouble to BST in response CLEC business customer complaint that although they can originate calls, they cannot receive calls.
606	CLEC reports trouble on an unbundled designed analog loop to BST on behalf of CLEC residential customer who cannot receive calls.
607	CLEC submits trouble report on an unbundled designed analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.
608	CLEC submits trouble report on unbundled designed analog loop to BST in response to CLEC residential customer's complaints of crosstalk.
609	CLEC reports line failure on unbundled digital loop to BST.
610	CLEC reports line failure to BST on unbundled designed DSO loop.
611	CLEC reports trouble on four unbundled digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.
612	CLEC reports trouble on unbundled digital loop to BST on behalf of residential customer who cannot originate calls.
613	CLEC reports trouble on unbundled digital loop to BST on behalf of small CLEC business customer who cannot receive calls.
614	CLEC reports trouble on unbundled digital loop to BST on behalf of small CLEC residential customer who cannot receive calls.
615	CLEC reports high bit error-rates on two unbundled designed DSO loops to BST in response to CLEC business customer complaint.
616	CLEC submits trouble report to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.
617	CLEC submits trouble report on two unbundled analog loop - port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.
618	CLEC reports trouble on unbundled analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.
619	CLEC reports trouble on unbundled analog loop - port combination to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.
620	CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.
621	CLEC submits trouble on unbundled analog loop - port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.

Scenario #	Trouble Description
622	CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.
623	CLEC submits trouble on four BST provided analog loop - port UNE combinations to BellSouth in response to CLEC business customer complaint of noisy lines.
624	CLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint of noisy line.
625	CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.
626	CLEC reports trouble on nine unbundled non-designed analog loop - port combinations to BST on behalf of CLEC business customer whose vertical features are not functioning properly.
627	CLEC reports feature trouble on unbundled non-designed digital loop - port combination to BST in response to CLEC residential customer complaint.
628	CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled non-designed analog loop - port combination.
629	CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided unbundled non-designed analog loop - port combination.
630	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled non-designed analog loop - port combination.
631	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled non-designed analog loop - port combination.
632	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC business customer who cannot receive or originate calls.
633	CLEC reports NDT on three unbundled digital loop - port combinations to BST.
634	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.
635	CLEC submits troubles NDT on unbundled digital loop - port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.
636	CLEC reports trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that they cannot originate calls.
637	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot originate calls.
638	CLEC reports trouble on three unbundled digital loop - port combinations to BST on behalf of CLEC business customer who cannot receive calls.
639	CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer who cannot receive calls.
640	CLEC submits trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.
641	CLEC reports vertical feature trouble on unbundled digital loop - port combination to BST for CLEC residential line.
642	CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line .
643	CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer's inability to send data over ISDN line.
644	CLEC reports trouble on unbundled analog port to BST in response to business

<i>Scenario #</i>	<i>Trouble Description</i>
	customer inability to receive or originate calls.
645	CLEC submits trouble report on two unbundled digital port to BST in response to CLEC residential customer report of NDT.
646	CLEC reports trouble with unbundled port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN-BRI line.
647	CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN-BRI line.
648	CLEC reports trouble on unbundled digital port to BST in response to CLEC business customer's inability to receive incoming calls.
649	CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls.
650	CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled analog port.
651	CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled digital port.
652	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled analog port.
653	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided unbundled digital port.
654	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.
655	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.
656	CLEC reports outage of unbundled analog port to BST.
657	CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.
658	CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.
659	CLEC reports PBX trunk failure on unbundled digital loop to BST.
660	CLEC reports inability to originate or receive calls on resale POTS line to BST.
661	CLEC reports inability to originate calls on resale POTS line to BST.
662	CLEC reports inability to receive calls on resale POTS line to BST.
663	CLEC reports intermittent noise trouble on resale POTS line.
664	CLEC reports feature trouble on resale POTS line to BST.
665	CLEC reports to BST that Hunting is not working on resale line.
666	CLEC reports trouble on resale Synchronet line to BST.
667	CLEC reports high distortion on resale ISDN-BRI line to BST.
668	CLEC reports hunting problems on resale POTS line to BST.
669	CLEC reports PBX trunk failure on resale line to BST.

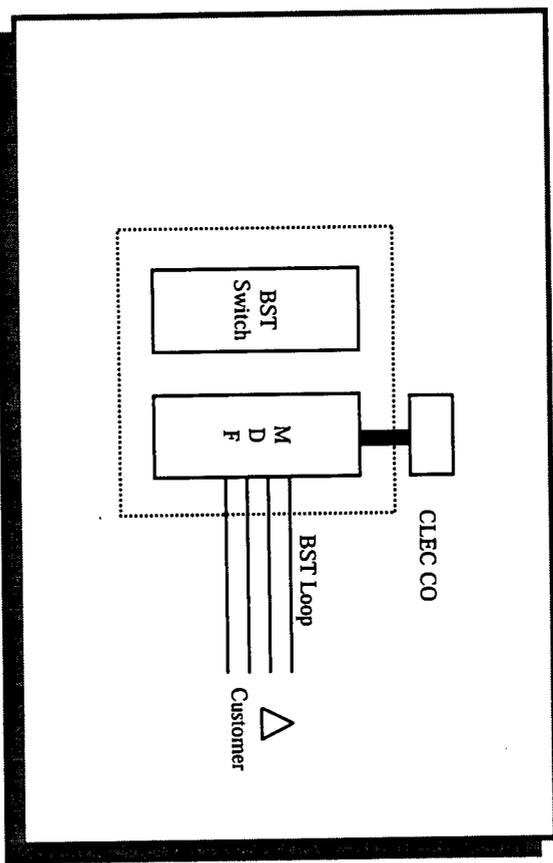
Figure B5-V: Maintenance & Repair Scenarios

Scenario # 601: CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot receive or make calls.

Scenario Description:

CLEC business customer with BST unbundled designed analog loop reports to CLEC that they cannot receive or make calls on any of their four lines. CLEC isolates trouble to analog loop and submits a trouble report to BST using the loop's circuit id. After the trouble is reported, the customer calls back to inquire about trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel	X	Check Status	X

Scenario Characteristics:

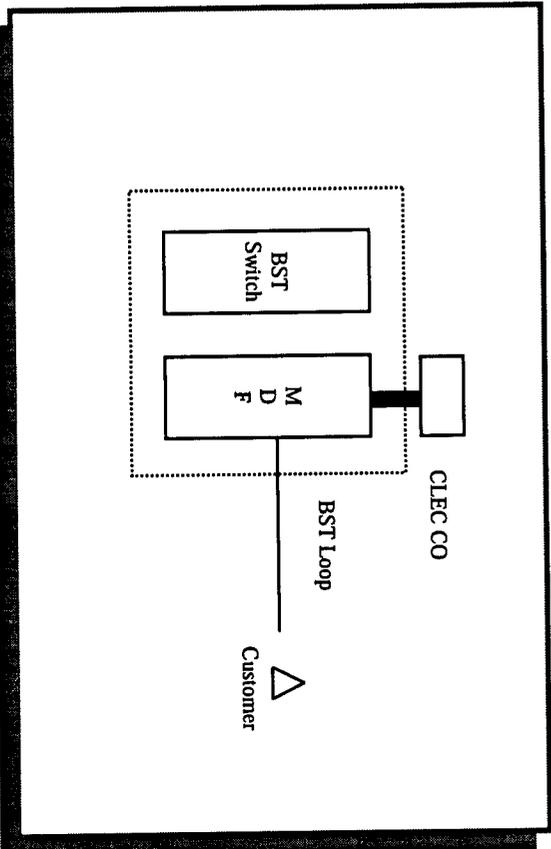
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installer	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 602: CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC residential customer who cannot make or receive calls.

Scenario Description:

A CLEC residential customer reports to CLEC that they cannot receive or make calls on their resale POTS line. CLEC provisioned the service through BST supplied unbundled designed analog loop. CLEC isolates trouble to analog loop and submits a trouble report to BST using loop's circuit id. Customer calls regarding later regarding trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Coil/loop	Switch	Transport	TAFI	ECTA
X		X				X

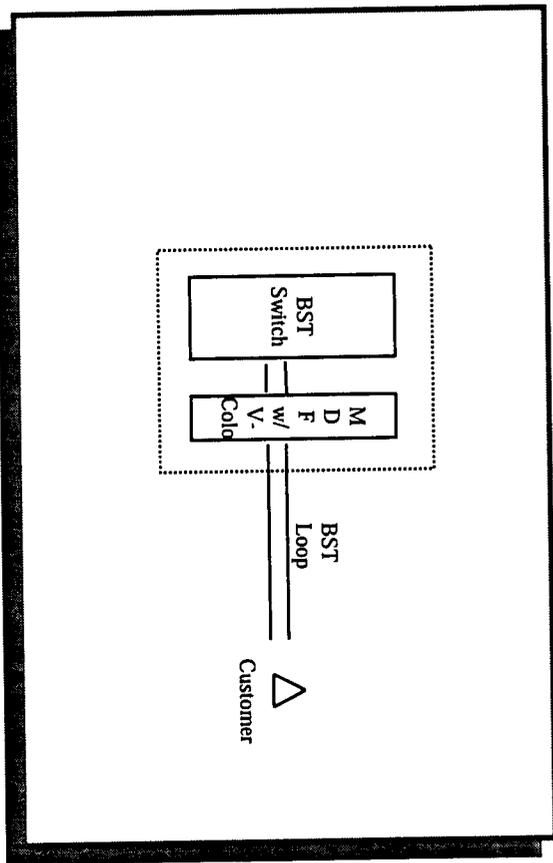
Scenario # 603: CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.

Scenario Description:

A CLEC business customer with two BST supplied unbundled designed analog loops reports to CLEC that they cannot originate calls.

The CLEC determines that the trouble is confined to BST's analog loop and submits a trouble report using the loop's circuit id.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel	X	Check Status

Scenario Characteristics:

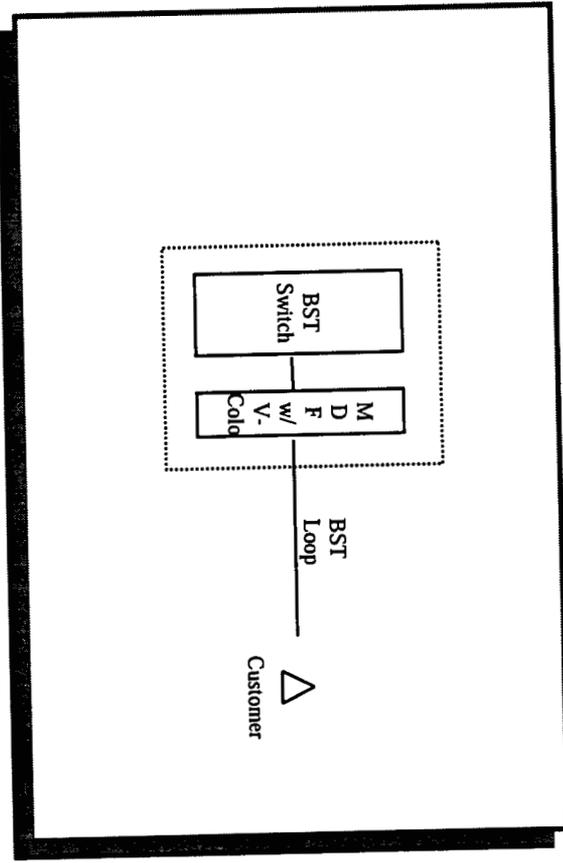
Trouble Type	Network Area			Interface Domain	
Installation	Non-Installer	Coil loop	Switch	Transport	TAFI
	X	X			ECTA
					X

Scenario # 604: CLEC reports unbundled designed analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.

Scenario Description:

A CLEC residential customer with BST supplied unbundled designed analog loop reports that although they can receive calls, they cannot originate calls.
CLEC determines that the problem is due to BST's analog loop and submits trouble report

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

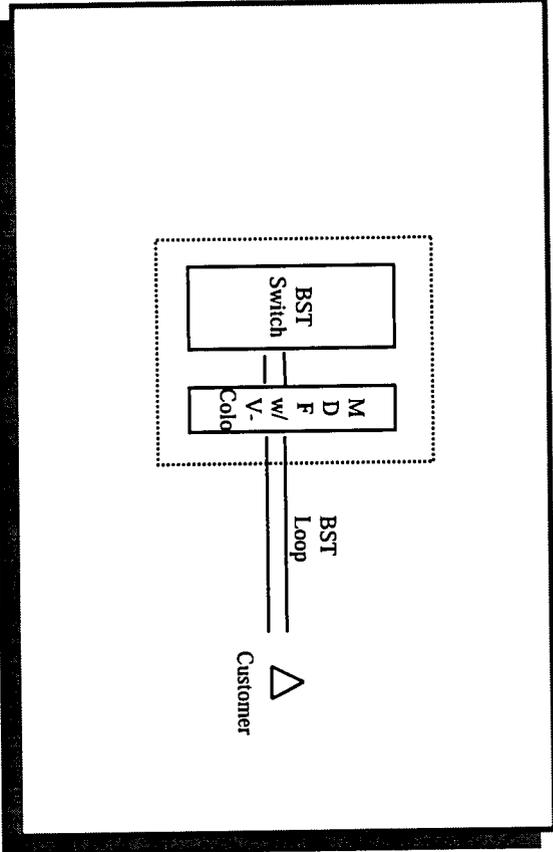
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Col/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 605: CLEC reports unbundled designed analog loop trouble to BST in response CLEC business customer complaint that although they can originate calls, they cannot receive calls.

Scenario Description:

A CLEC business customer with two BST supplied unbundled designed analog loops reports that although they can originate calls, but cannot receive calls. CLEC pinpoints problem to BST analog loop and submits trouble report using the loop's circuit id.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

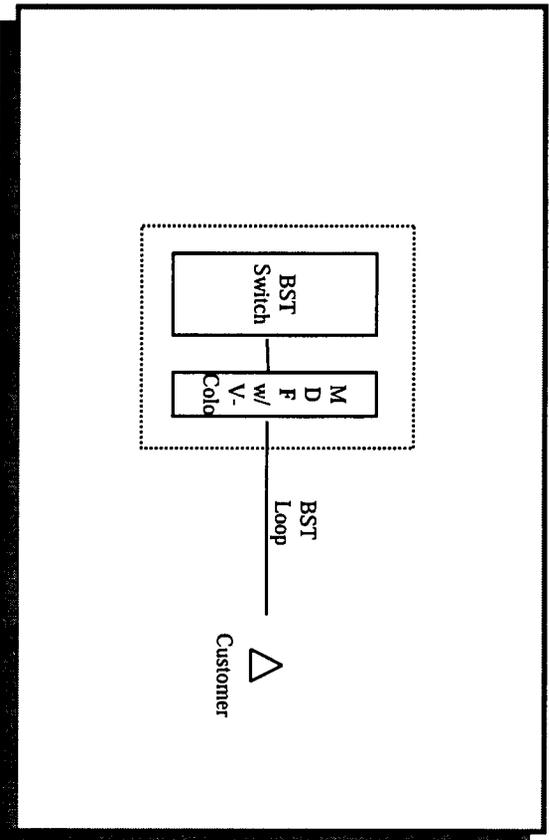
Trouble Type	Network Area		Interface Domain	
Installation	Non-Installation	Coll/loop	Switch	Transport
	X	X		
				TAFI
				ECTA
				X

Scenario # 606: CLEC reports trouble on an unbundled designed analog loop to BST on behalf of CLEC residential customer who cannot receive calls.

Scenario Description:

A CLEC residential customer with BST supplied unbundled designed analog loop reports that they can originate calls, but cannot receive calls.
CLEC determines that trouble is isolated to BST analog loop and creates a trouble ticket.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

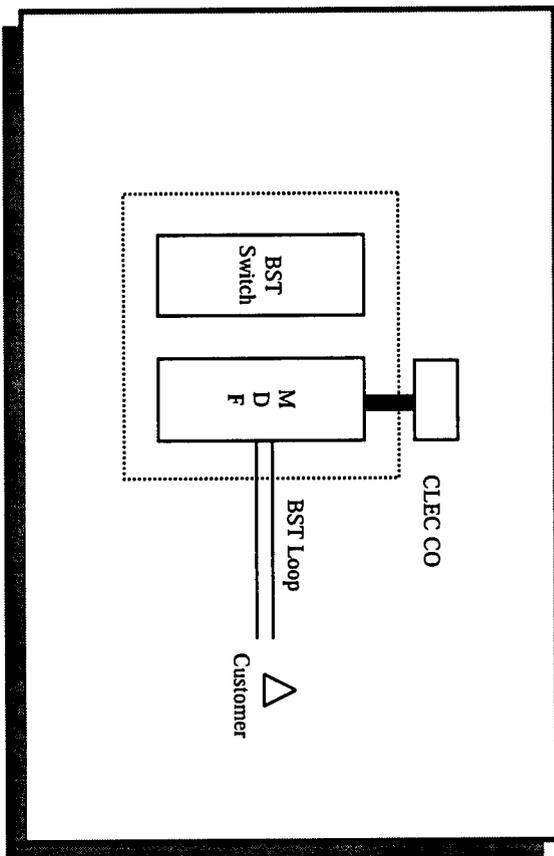
Trouble Type	Network Area			Interface Domain	
Installation	Non-Installation	Co/loop	Switch	Transport	TAFI
X		X			ECTA

Scenario # 607: CLEC submits trouble report on an unbundled designed analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.

Scenario Description:

A CLEC business customer with two BST provided unbundled designed analog loops complains about noisy lines. CLEC determines that noise originates on BST analog loop and creates a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

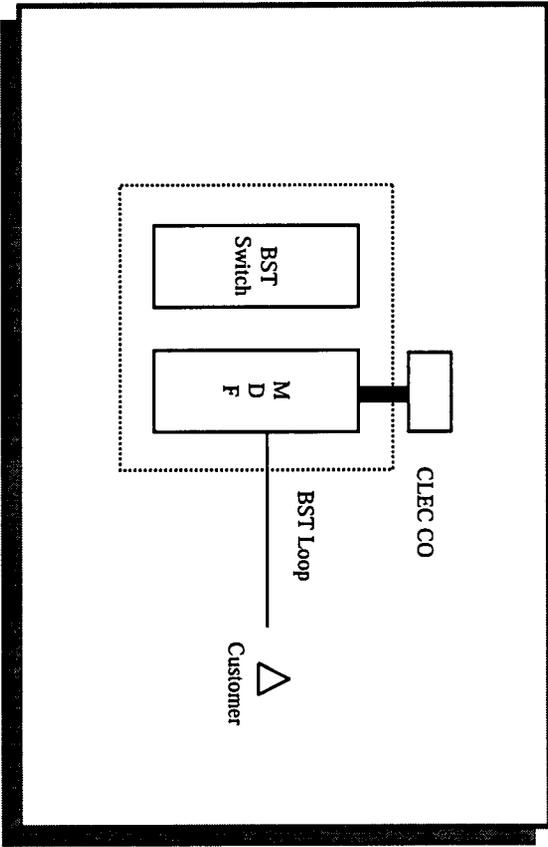
Trouble Type	Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI
	X	X			
					ECTA
					X

Scenario # 608: CLEC submits trouble report on unbundled designed analog loop to BST in response to CLEC residential customer's complaints of crosstalk.

Scenario Description:

A CLEC residential customer with BST provided unbundled designed analog loop complains about cross talk.
CLEC determines that trouble originates from BST analog loop and creates a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

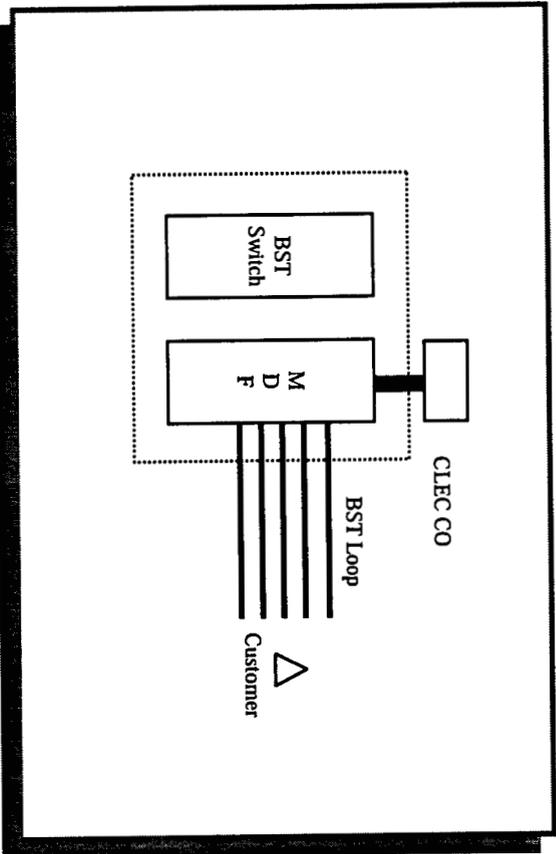
Trouble Type	Network Area			Interface Domain	
Installation	Non-Installation	Co/loop	Switch	Transport	TAFI
	X	X			
					ECTA
					X

Scenario # 609: CLEC reports line failure on unbundled digital loop to BST.

Scenario Description:

CLEC reports line failure to BST on unbundled digital loop and submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	

Scenario Characteristics:

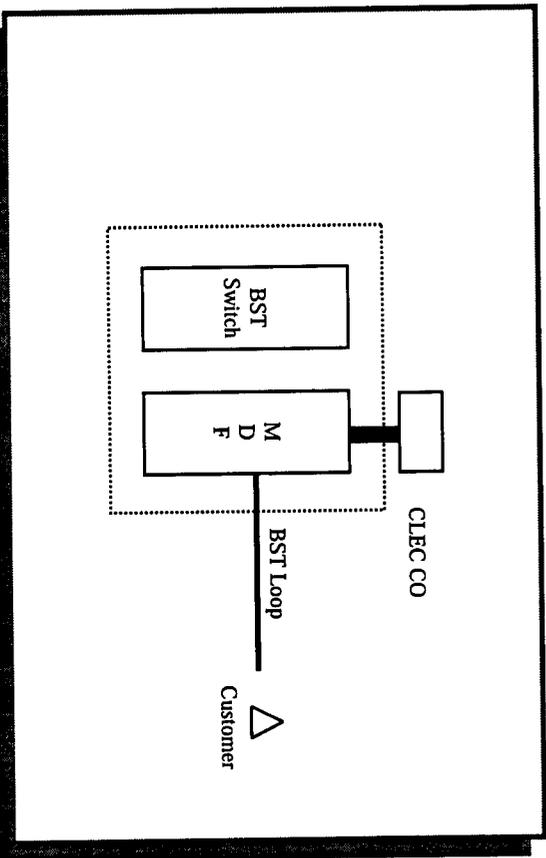
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Col/Loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 610: CLEC reports line failure to BST on unbundled DSO loop.

Scenario Description:

CLEC reports line failure on unbundled digital loop and submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel	X	Check Status

Scenario Characteristics:

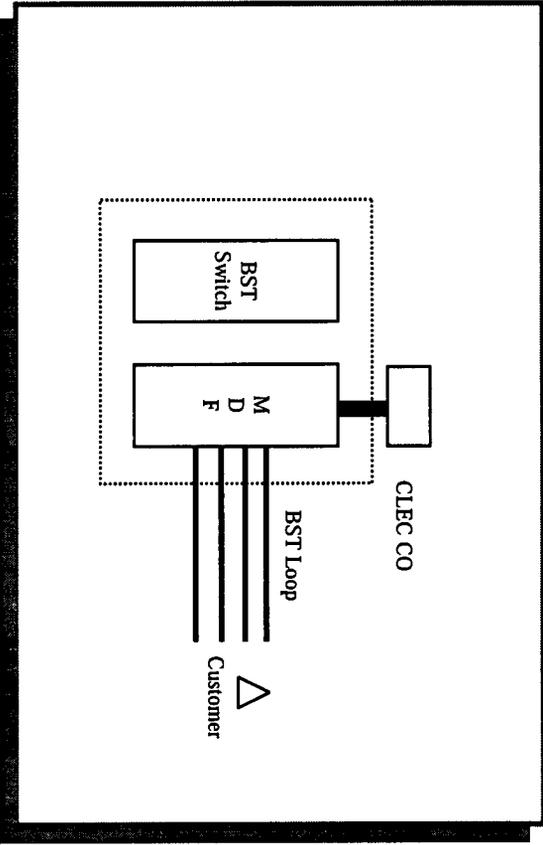
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 611: CLEC reports trouble on four unbundled designed digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.

Scenario Description:

Small CLEC business customer, served by CLEC switch and 4 unbundled designed digital loops, cannot originate calls. CLEC issues test and determines that problem is confined to the BST loop. CLEC creates trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

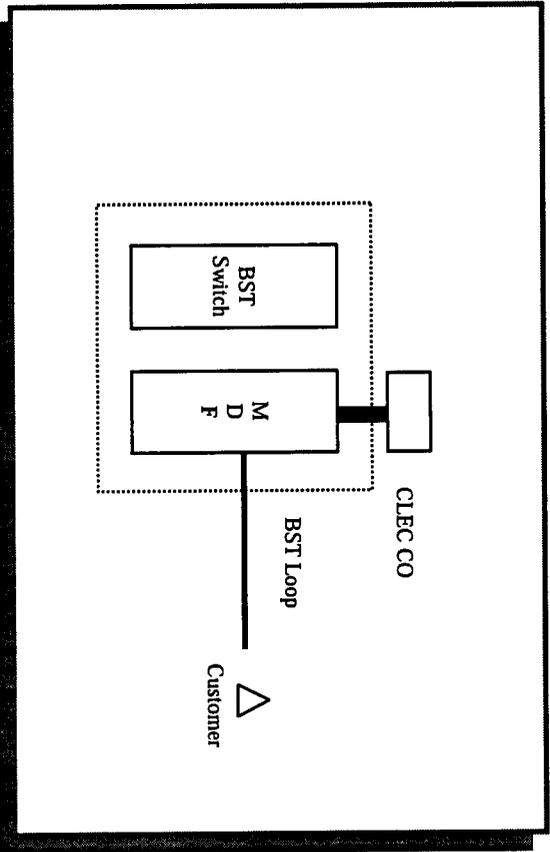
Trouble Type	Network Area			Interface Domain	
Installation	Non-Installation	Co/loop	Switch	Transport	TAFI
X		X			ECTA

Scenario # 612: CLEC reports trouble on unbundled designed digital loop to BST on behalf of residential customer who cannot originate calls.

Scenario Description:

CLEC residential customer, served by CLEC switch and BST unbundled designed digital loop, cannot originate calls.
 CLEC issues test and determines that problem is confined to the BST loop. CLEC submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel	X	Check Status

Scenario Characteristics:

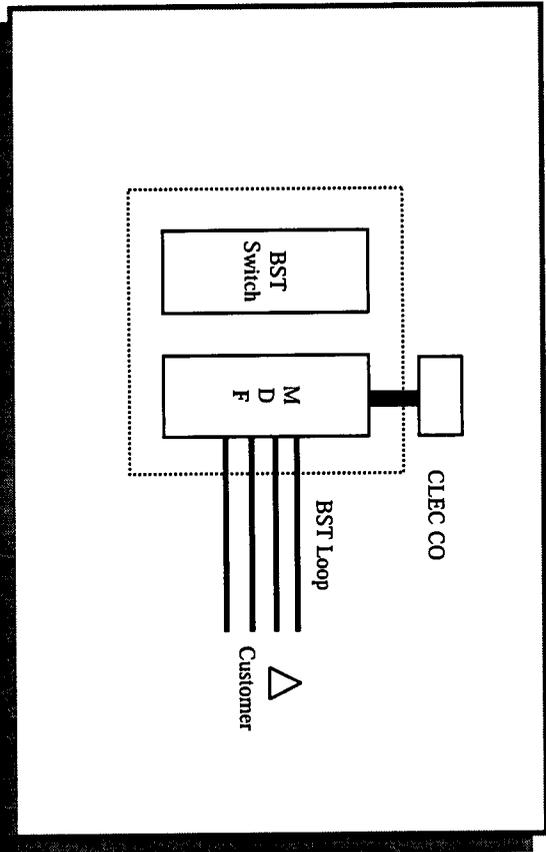
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 613: CLEC reports trouble on unbundled designed digital loop to BST on behalf of small CLEC business customer who cannot receive calls.

Scenario Description:

Small CLEC business customer, served by CLEC switch and 4 BST unbundled designed digital loops, cannot originate or receive calls.
CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

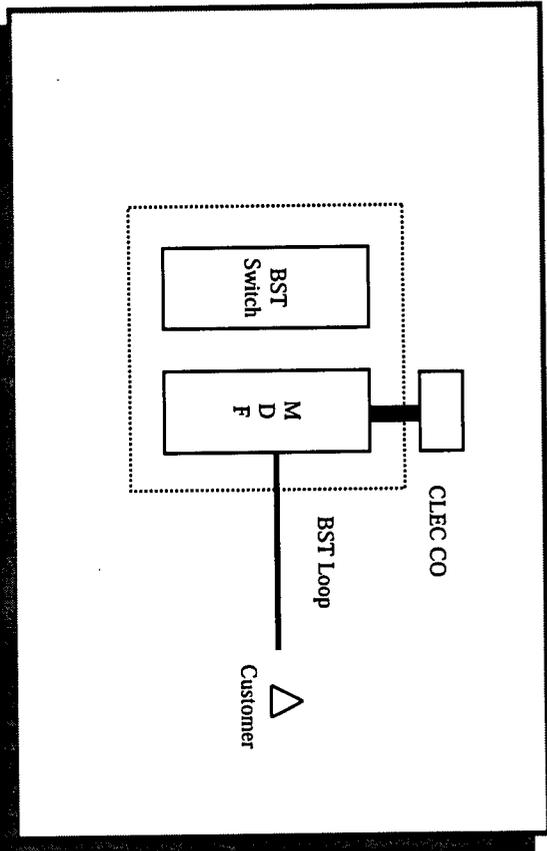
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 614: CLEC reports trouble on unbundled designed digital loop to BST on behalf of small CLEC residential customer who cannot receive calls.

Scenario Description:

CLEC residential customer, served by CLEC switch and BST unbundled designed digital loop, cannot receive calls.
 CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

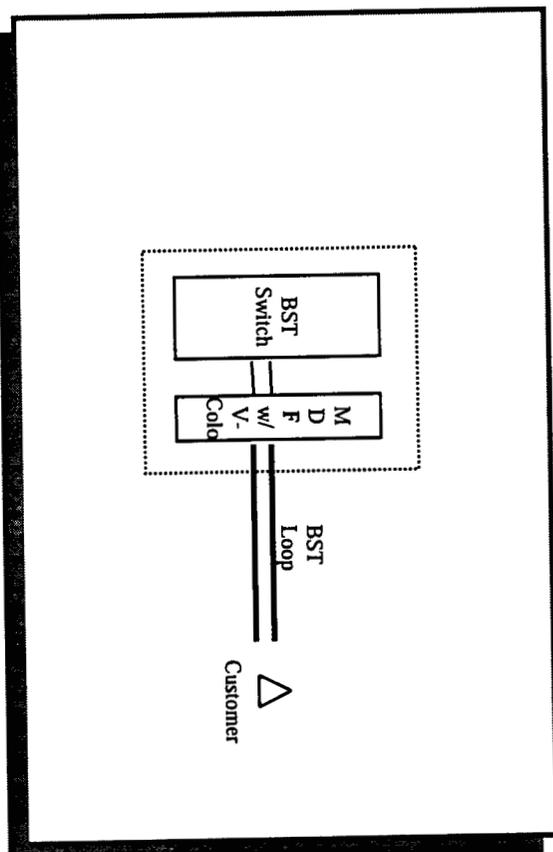
Trouble Type	Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI
	X	X			
					ECTA
					X

Scenario # 615: CLEC reports high bit error-rates on two unbundled DSO loops to BST in response to CLEC business customer complaint.

Scenario Description:

CLEC business customer with two BST provided unbundled DSO loops reports high bit error-rates on both loops.
 CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report
 CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	X

Scenario Characteristics:

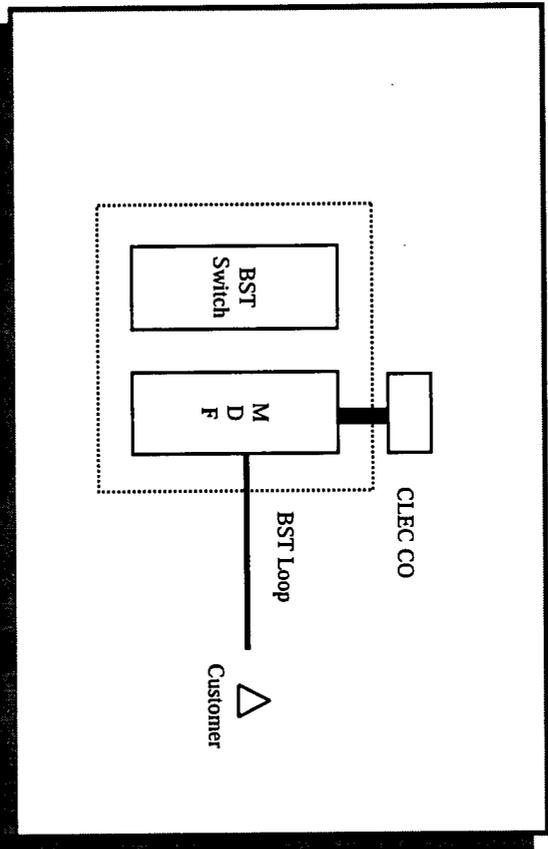
Trouble Type	Network Area	Interface Domain
Installation	Non-Installer	
	ColLoop	
	Switch	
	Transport	
	TAFI	
	ECTA	X

Scenario #616: CLEC submits trouble report to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.

Scenario Description:

CLEC residential customer with BST provided unbundled digital loop reports poor throughput on ISDN line.
 CLEC pinpoints trouble to BST digital loop and creates trouble report.
 Note: In all states except GA TAFI will tell the user to enter an ISDN trouble in WFA - not TAFI.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

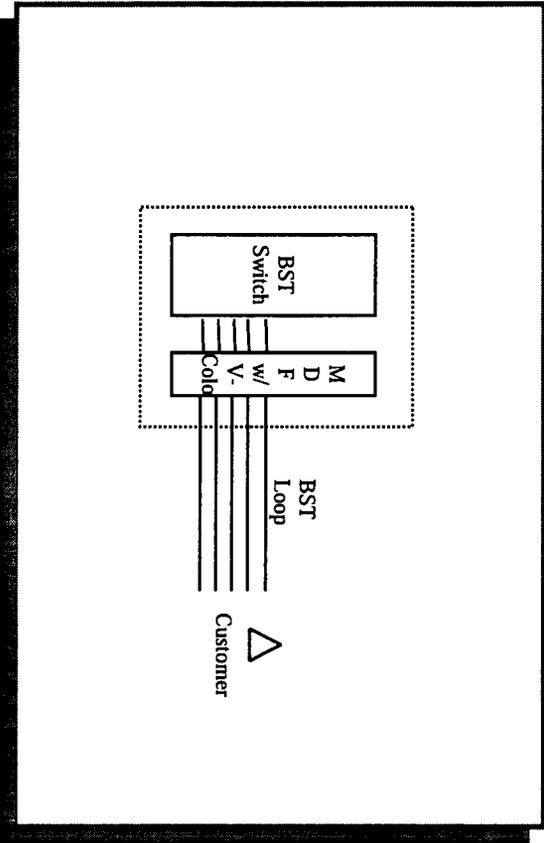
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 617: CLEC submits trouble report on two unbundled analog loop - port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.

Scenario Description:

CLEC business customer with BST provided unbundled analog loop - port combination reports NDT on two of five lines.
 CLEC determines that problem is confined to BST unbundled network elements and submits trouble report to BST.
 Customer calls CLEC to reschedule repair appointment time.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Cancel	
Check Status	

Scenario Characteristics:

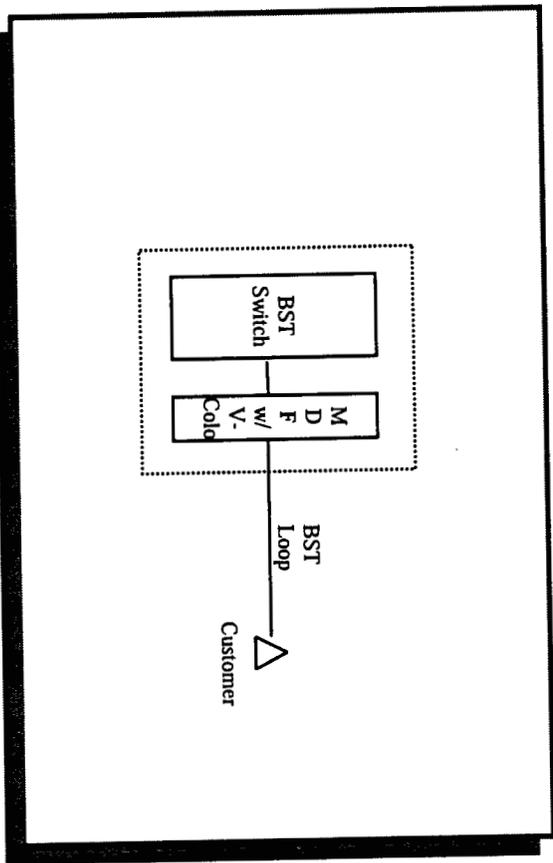
Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	
	Col/loop	X
	Switch	
	Transport	
	TAFI	X
	ECTA	X

Scenario # 618: CLEC reports trouble on unbundled analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.

Scenario Description:

CLEC residential customer with BST supplied unbundled analog loop - port combination reports that they cannot receive or originate calls. CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	X

Scenario Characteristics:

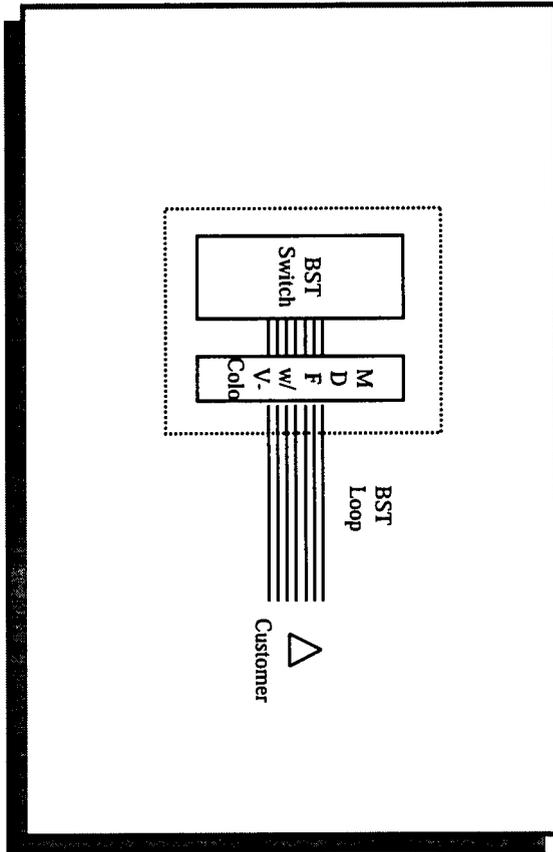
Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	Co/Loop
	Switch	Transport
X		TAFI
		ECTA

Scenario # 619: CLEC reports trouble on unbundled analog loop - port combination to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.

Scenario Description:

A BST business customer migrates "as-specified" to 8 BST provided unbundled analog loop - port combinations. After installation, the customer cannot originate calls.
 CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.
 Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	X
Cancel	

Scenario Characteristics:

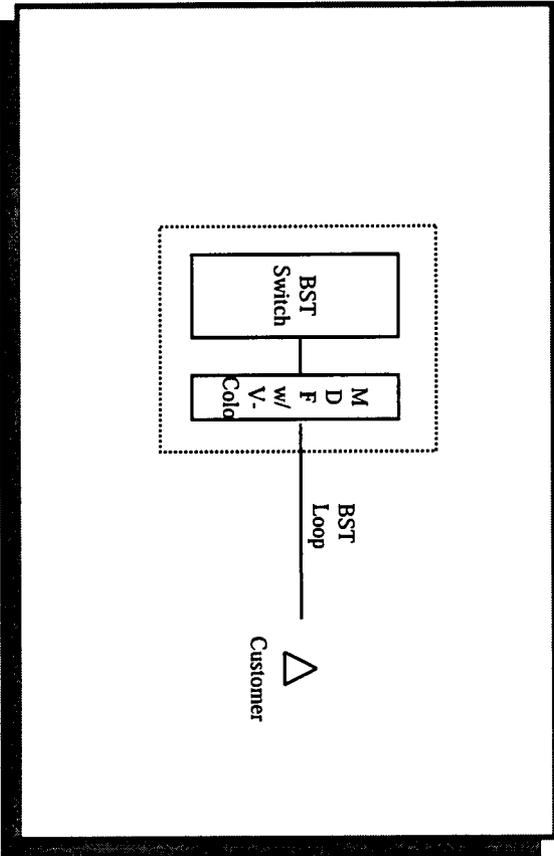
Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	
	Coll/loop	X
	Switch	
	Transport	
	TAFI	X
	ECTA	X

Scenario # 620: CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint of inability to originate calls after migration from BST.

Scenario Description:

Recently after migration from BST, CLEC residential customer with BST provided unbundled analog loop - port combination cannot originate calls.
 CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.
 Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel	X	Check Status

Scenario Characteristics:

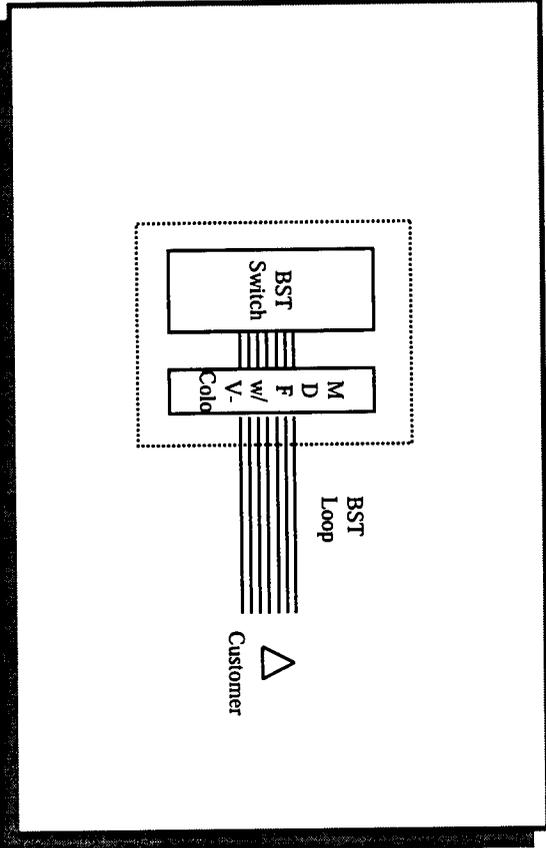
Trouble Type	Network Area	Interface Domain
Installation	Non-Installer	
X	Co/Loop	
	Switch	
	Transport	
	TAFI	X
	ECTA	X

Scenario # 621: CLEC submits trouble on unbundled analog loop - port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.

Scenario Description:

A BST business customer migrates "as-specified" to 8 BST provided unbundled loop - port combinations. After installation, the customer cannot receive calls. CLEC determines that problem is confined to BST unbundled network elements and submits trouble report. Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

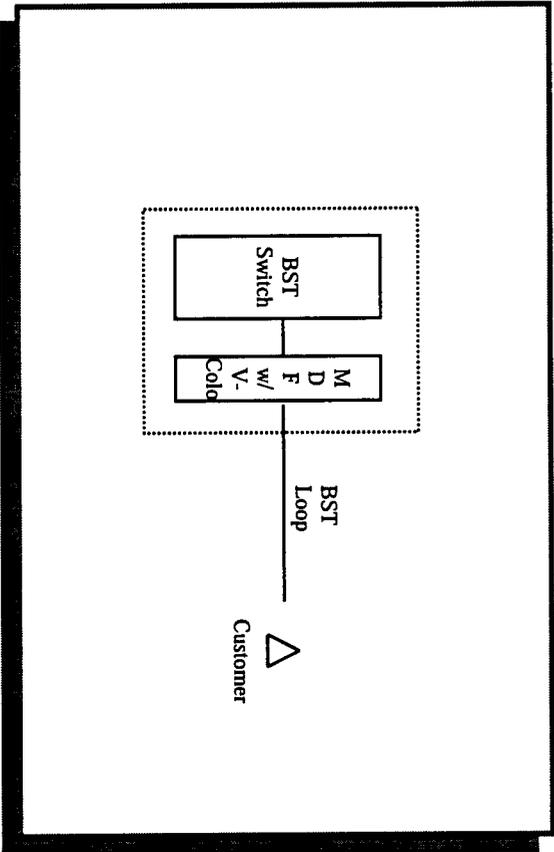
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 622: CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.

Scenario Description:

A CLEC residential customer with BST provided unbundled analog non-designed loop - port combination cannot receive calls. CLEC determines that problem is confined to BST unbundled network elements and submits trouble report. Customer requests status from CLEC.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Peak Volume	X
Cancel	X

Scenario Characteristics:

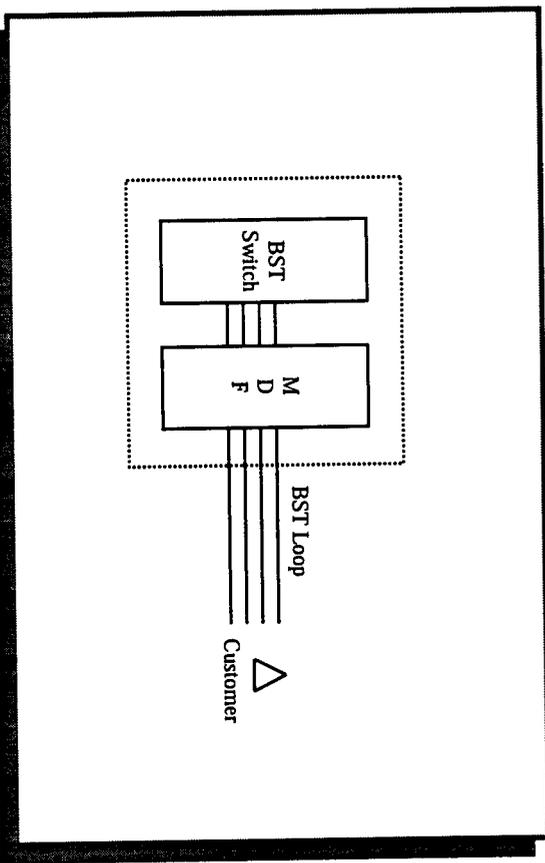
Trouble Type	Network Area	Interface Domain
Installation	Non-Installer	Col/loop
	Switch	Transport
		TAFI
		ECTA

Scenario # 623: CLEC submits trouble on four BST provided analog loop - port BellSouth in response to CLEC business customer complaint of noisy lines.

Scenario Description:

A CLEC business customer with four BST provided unbundled analog loop - port combinations complains about noise on one line.
CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

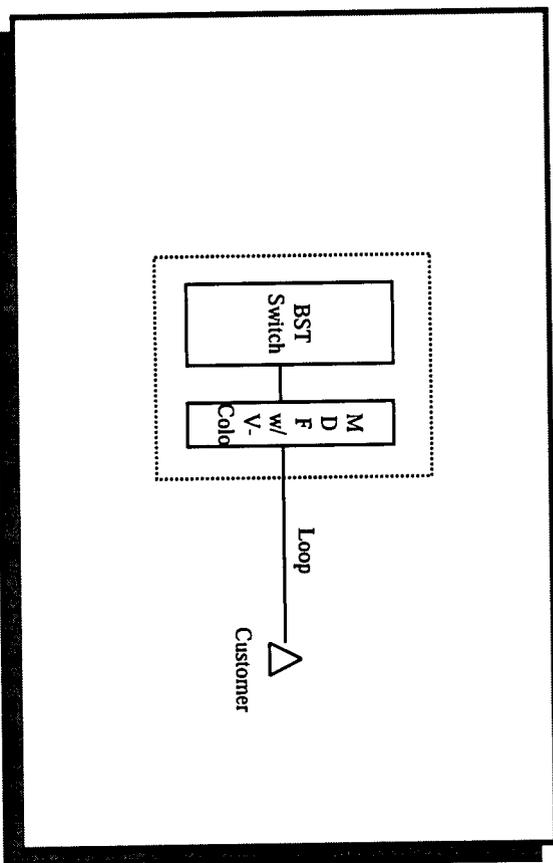
Trouble Type	Network Area			Interface Domain		
	Non-Installer	Co/Loop	Switch	Transport	TAFI	ECTA
Installation	X				X	X

Scenario # 624: CLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint a of noisy lines.

Scenario Description:

Three days after installation, a new CLEC residential customer with BST provided analog loop - port combo complains about noise on their line.
CLEC determines that problem is confined to BST unbundled network elements and submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	

Scenario Characteristics:

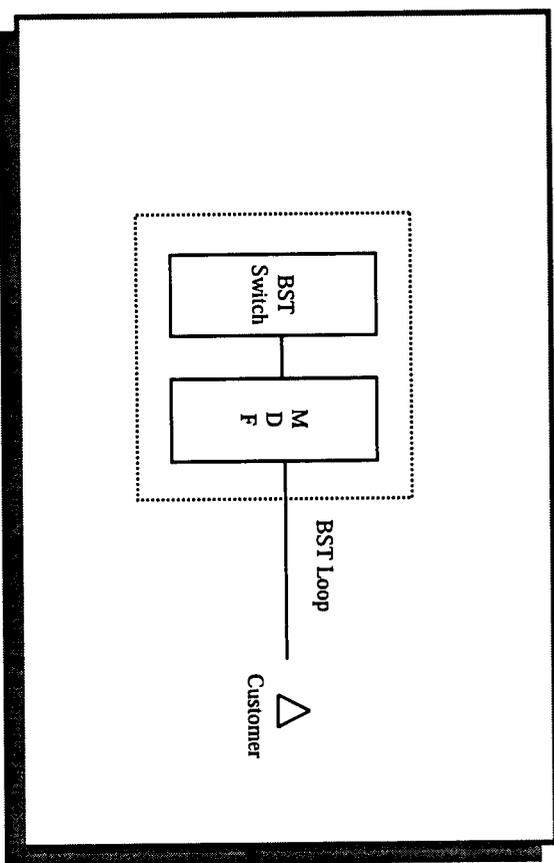
Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	Col/Loop
	Switch	Transport
		TAFI
		ECTA

Scenario # 625: CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.

Scenario Description:

CLEC business customer complains about noisy POTS line. Line is serviced by BST provided analog loop - port combination. CLEC submits trouble report to BST.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Col/loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 626: CLEC reports trouble on nine unbundled analog loop - port combinations to BST on behalf of CLEC business customer whose vertical features are not functioning properly.

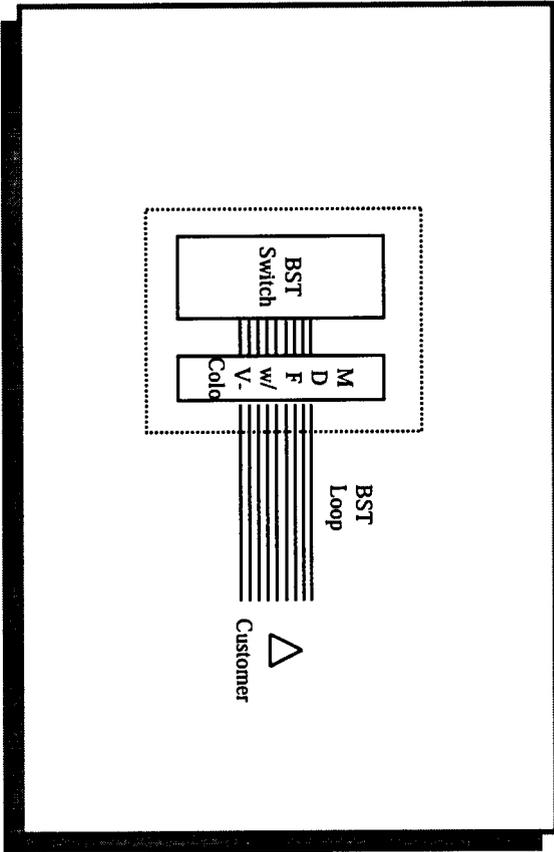
Scenario Description:

A CLEC Business customer with nine BST supplied unbundled analog loop - port combinations reports that vertical features are not functioning properly.

CLEC isolates trouble to BST unbundled port and submits trouble report.

Customer calls back a week later with same trouble report and CLEC, in turn, submits another trouble report into the TAFI system.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Col/loop	Switch	Transport	TAFI	ECTA
X		X			X	

Scenario #627: CLEC reports feature trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer complaint.

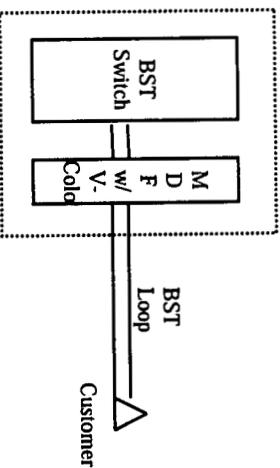
Scenario Description:

Three days after installation, CLEC residential customer with BST provided digital loop - port combination calls in a trouble regarding Call Blocking feature on both lines.

CLEC issues test and determines that problem is confined to the BST loop and submits a trouble report.

Note: In all states except GA TAFI will tell the user to enter an ISDN trouble in WFA - not TAFI

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	X
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

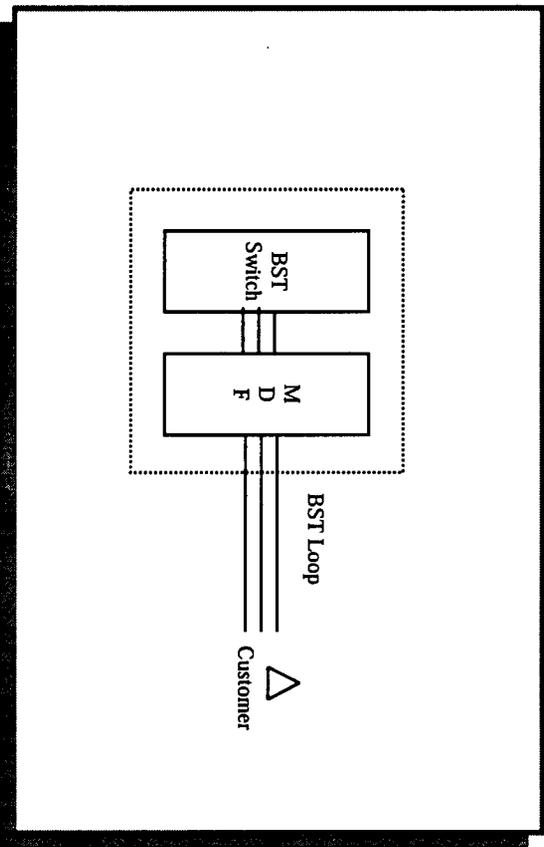
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installer	Col/loop	Switch	Transport	TAFI	ECTA
	X		X		X	X

Scenario # 628: CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled analog loop - port combination.

Scenario Description:

CLEC business customer with three BST unbundled analog loop - port combinations claims that they have been charged for the wrong calling plan.
 CLEC queries BST system to verify customer account's services and features.
 Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

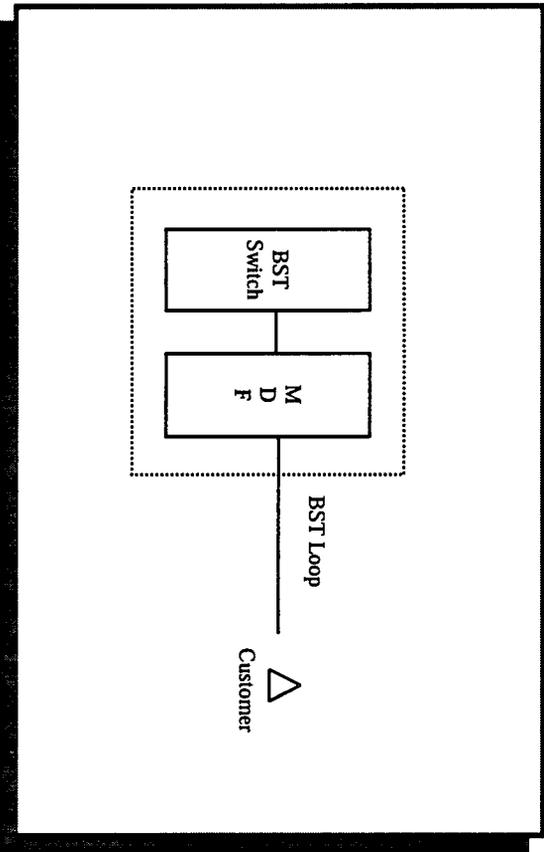
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 629: CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided unbundled analog loop - port combination.

Scenario Description:

CLEC residential customer with BST provided unbundled analog loop - port combination claims that they have been charged for a feature that they don't have on their line. CLEC queries BST system to verify customer account's services and features. Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Col/loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario #630: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.

Scenario Description:

Small CLEC business customer with BST provided unbundled analog loop - port combination requests Trouble History Report for all lines.
CLEC will query BST system to obtain information.

Network Configuration:

NA

Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

Trouble Type	Network Area			Interface Domain		
	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
Installation						
	X				X	

Scenario #631: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.

Scenario Description:

CLEC residential customer with BST provided unbundled analog loop - port combination requests Trouble History Report for all lines.
CLEC will query BST to obtain information.

Network Configuration:

NA

Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

Trouble Type	Network Area				Interface Domain	
	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
Installation	X				X	

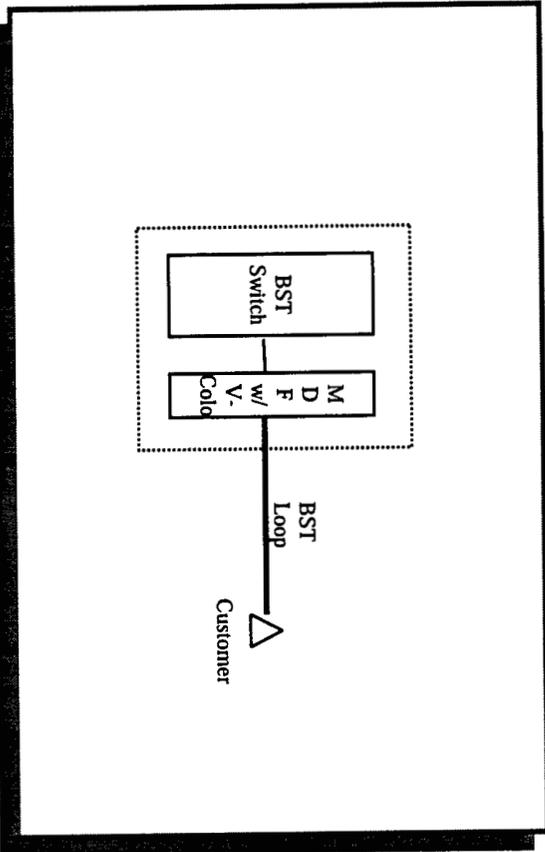
Scenario # 632: CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC business customer who cannot receive or originate calls.

Scenario Description:

A CLEC business customer with BST provided unbundled digital loop - port combination complains that they cannot receive or originate calls.

CLEC determines that the problem is confined to BST unbundled network elements and submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	

Scenario Characteristics:

Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	Col/Loop
	Switch	Transport
		TAFI
		ECTA

Scenario # 633: CLEC reports NDT on three unbundled digital loop - port combinations to BST.

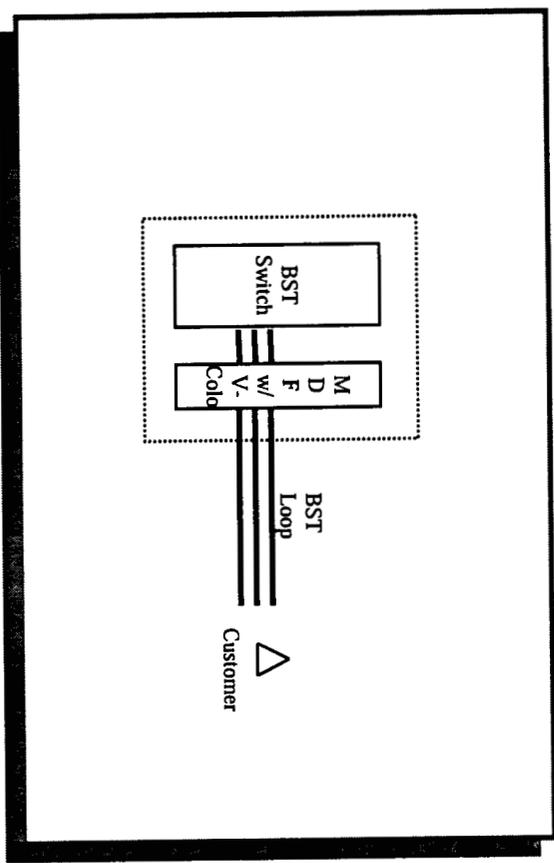
Scenario Description:

CLEC reports NDT on a CLEC business customer's lines. The lines are serviced via two BST provided unbundled digital loop - port combinations

CLEC submits trouble report.

Customer calls back two days later with the same complaint. CLEC, in turn, issues another trouble report to BST.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installer	Col/loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 634: CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.

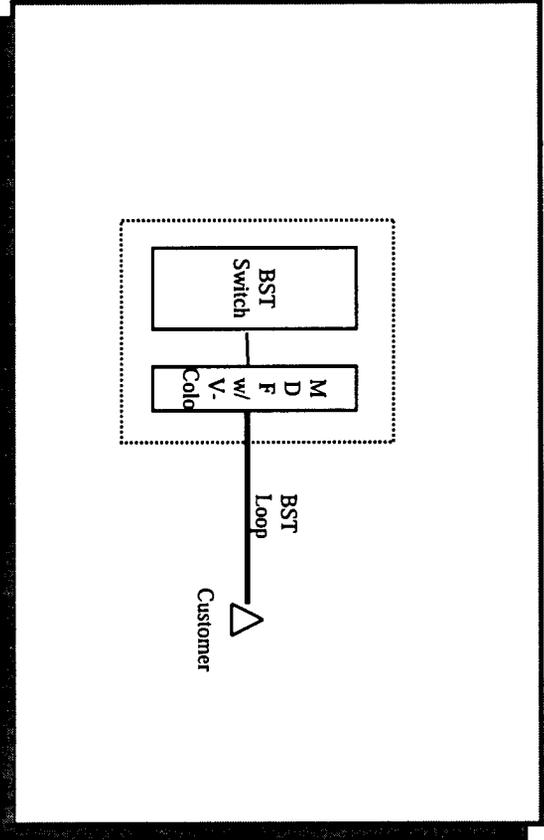
Scenario Description:

A CLEC residential customer reports that they cannot receive or make calls on their resale POTS line. CLEC provisions the service through BST supplied unbundled digital loop - port combination.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble.

Customer calls regarding trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	X

Scenario Characteristics:

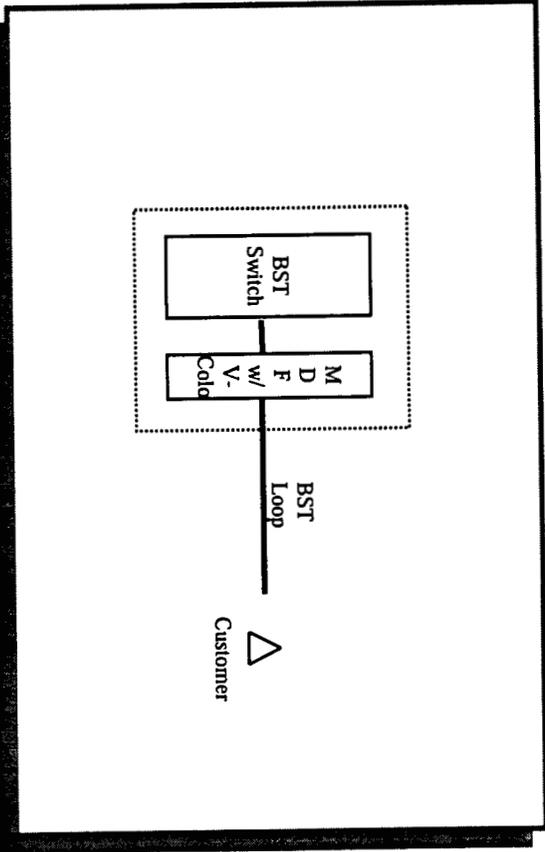
Trouble Type	Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI
	X	X			ECTA
					X

Scenario # 635: CLEC submits troubles NDT on unbundled digital loop - port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.

Scenario Description:

A residential CLEC customer who is an on-call doctor reports NDT on BST provided unbundled digital loop - port combination line. Because the doctor is on-call, emergency commitment is required. CLEC isolates problem to BST unbundled network elements and submits trouble into ECTA system.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	X
Peak Volume	X	Chronic	X
Cancel		Check Status	

Scenario Characteristics:

Trouble Type	Network Area			Interface Domain		
	Non-Installer	Co/Loop	Switch	Transport	TAFI	ECTA
Installation	X	X				X

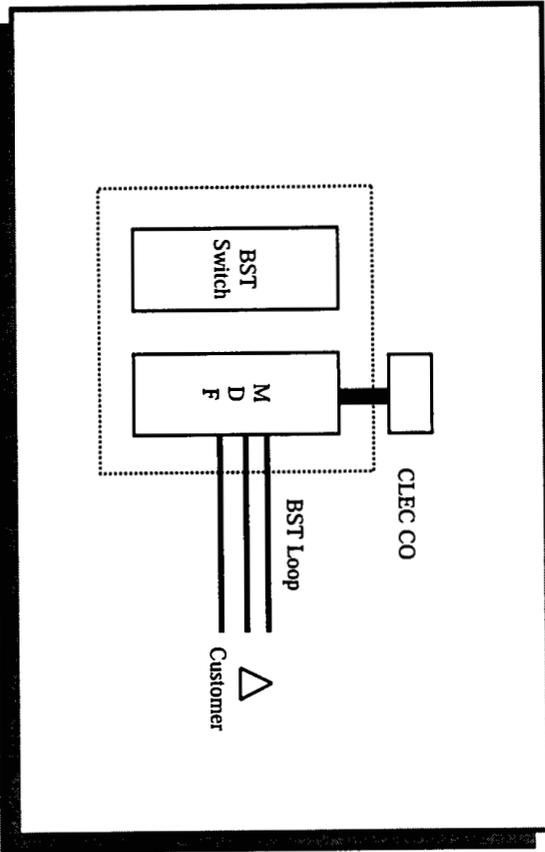
Scenario # 636: CLEC reports trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that they cannot originate calls.

Scenario Description:

A CLEC business customer with a BST provided unbundled digital loop - port combination complains that they cannot originate calls, although they can receive calls.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble into ECTA system.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	

Scenario Characteristics:

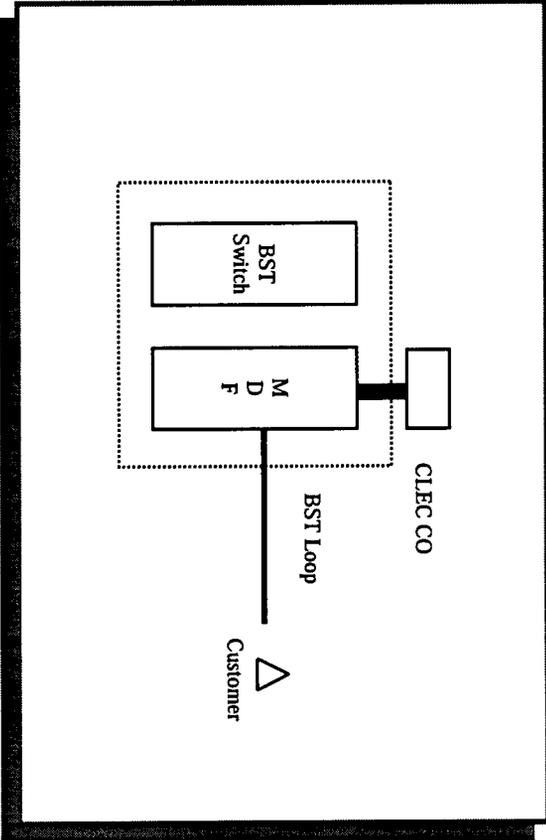
Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	Co/Loop
	Switch	Transport
		TAFI
		ECTA

Scenario # 637: CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot originate calls.

Scenario Description:

A CLEC residential customer with a BST provided unbundled digital loop - port combination complains that they cannot originate calls, although they can receive calls.
CLEC determines that problem is confined to BST unbundled network elements and submits trouble via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

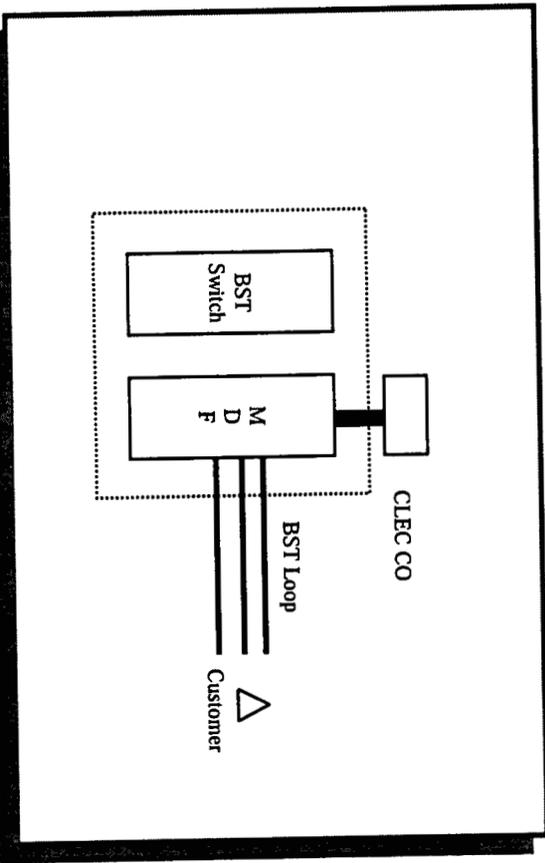
Trouble Type	Network Area	Interface Domain
Installation	Co/loop	TAFI
X	Switch	ECTA

Scenario # 638: CLEC reports trouble on three unbundled digital loop - port combinations to BST on behalf of CLEC business customer who cannot receive calls.

Scenario Description:

A CLEC business customer with a three BST provided unbundled digital loop - port combinations complains that they cannot receive calls, although they can originate calls.
CLEC determines that problem is confined to BST unbundled network elements and submits trouble report via ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Cancel	X
Check Status	

Scenario Characteristics:

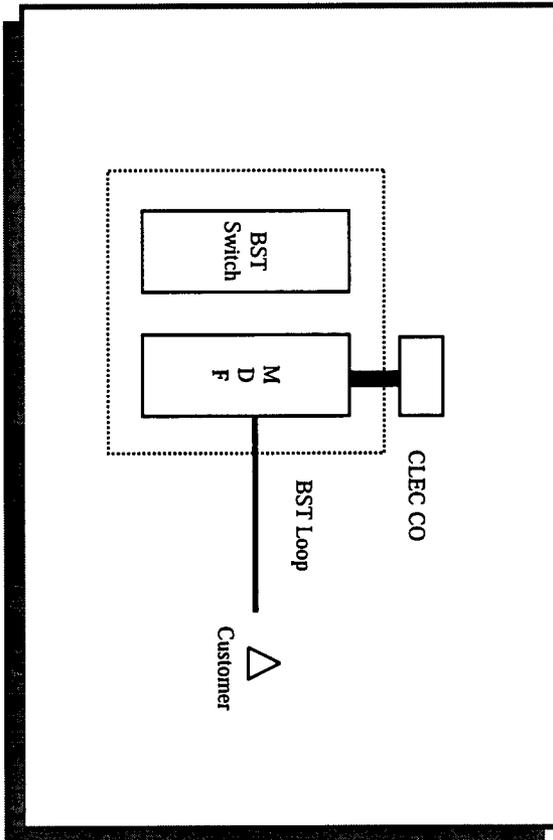
Trouble Type	Network Area	Interface Domain
Installation	Non-Installer	Co/Loop
	X	X
		Switch
		Transport
		TAFI
		ECTA
		X

Scenario # 639: CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer who cannot receive calls.

Scenario Description:

A CLEC residential customer with a BST provided unbundled digital loop - port combination complains that although they can originate calls, they cannot receive calls. CLEC determines that problem is confined to BST unbundled network elements and submits trouble report via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	

Scenario Characteristics:

Trouble Type	Network Area	Interface Domain
Installation	Co/loop	TAFI
Non-Installation	Switch	ECTA
	Transport	
X		X

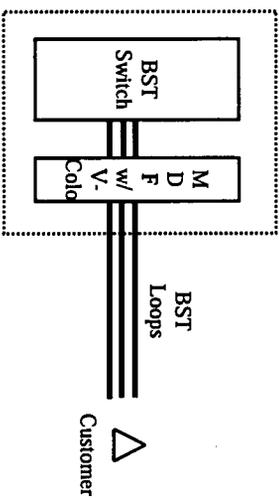
Scenario # 640: CLEC submits trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.

Scenario Description:

On the afternoon of a partial migration, a CLEC business customer served by BST provided unbundled digital loop - port combination calls to report that the calls in hunting configuration are not rolling from one line to another.

CLEC determines problem is confined to BST unbundled network elements and submits trouble report via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

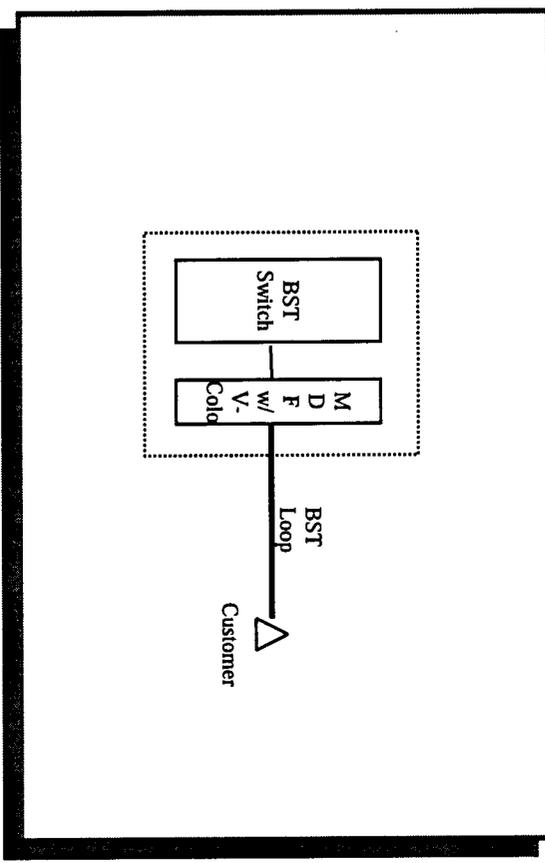
Trouble Type	Network Area		Interface Domain			
Installation	Non-Installation	Co/loop	Switch	Transport	TAFI	ECTA
X			X			X

Scenario # 641: CLEC reports vertical feature trouble on unbundled digital loop - port combination to BST for CLEC residential line.

Scenario Description:

A CLEC residential customer with BST provided digital loop - port combination reports trouble with the vertical feature. CLEC determines that problem is confined to BST unbundled network elements and submits trouble report via the ECTA interface. Customer calls back after initial trouble report inquiring as to status of trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

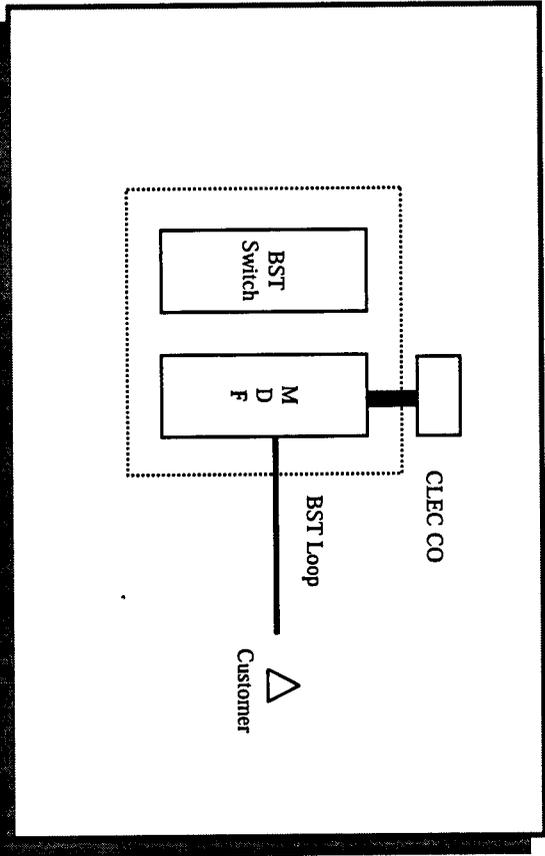
Trouble Type	Network Area		Interface Domain	
Installation	Non-Installation	Coil/loop	Switch	Transport
	X		X	
				TAFI
				ECTA
				X

Scenario #642: CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line.

Scenario Description:

The day after installation, CLEC business customer complains about low data rate on the line. The customer lines are provided by BST unbundled digital loop - port combination.
CLEC isolates problem to BST unbundled network element and submits trouble report via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Peak Volume	X
Cancel	

Scenario Characteristics:

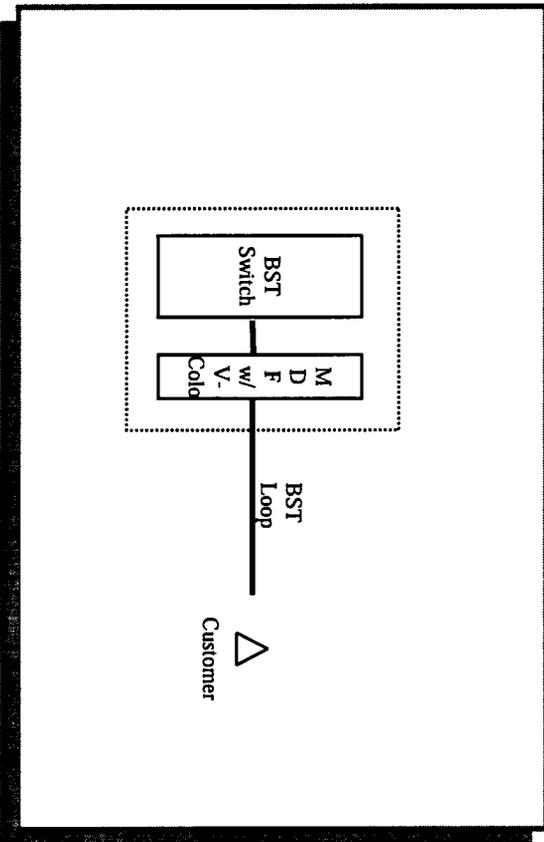
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 643: CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer's inability to send data over ISDN line.

Scenario Description:

CLEC residential customer with ISDN line reports inability to send data. Customer is serviced by BST provided unbundled digital loop - port combination.
 CLEC isolates problem to BST unbundled network elements and submits trouble report via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

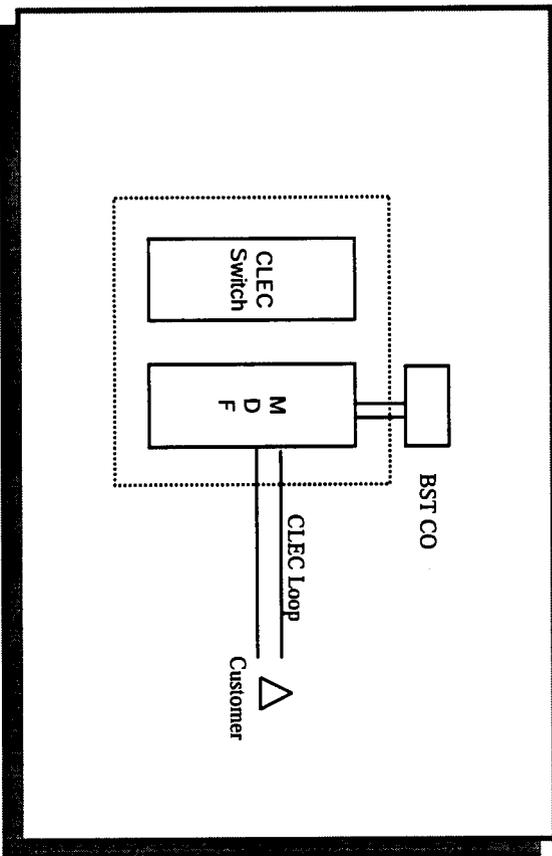
Trouble Type		Network Area		Interface Domain	
Installation	X	Non-Installer	ColLoop	Switch	TAFI
			X	Transport	ECTA

Scenario # 644: CLEC reports trouble on unbundled analog port to BST in response to business customer's inability to receive or originate calls.

Scenario Description:

CLEC business customer with BST supplied unbundled analog port reports that they cannot receive or originate calls. CLEC issues test and determines that the problem is on BST side. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

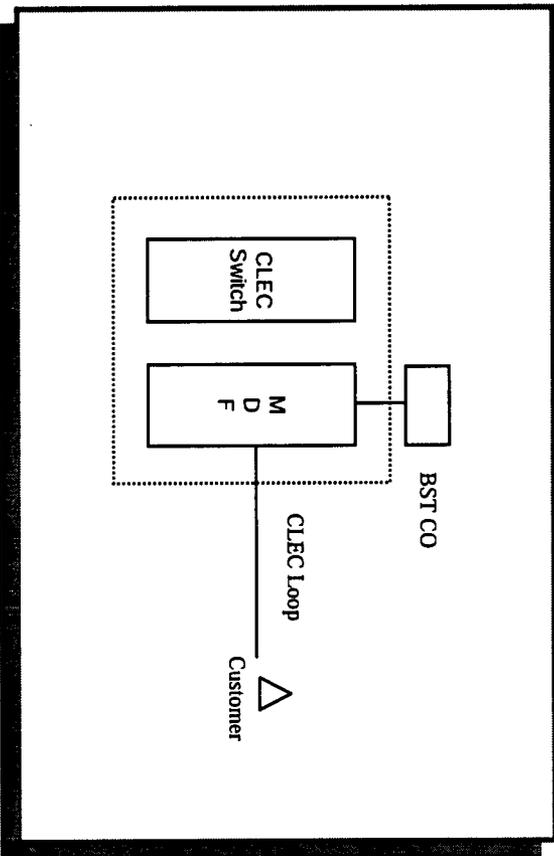
Trouble Type	Network Area	Interface Domain
Installation	Non-Installer	Col/loop
	X	Switch
	X	Transport
		TAFI
		ECTA

Scenario # 645: CLEC submits trouble report on two unbundled digital ports to BST in response to CLEC residential customer report of NDT.

Scenario Description:

A residential CLEC customer with two BST provided unbundled digital port reports NDT on both lines.
 CLEC isolates problem to BST port. CLEC will enter trouble report in both interfaces.
 Customer calls in to cancel report.
 CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel	X	Check Status	

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 646: CLEC reports trouble with unbundled port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN-BRI line.

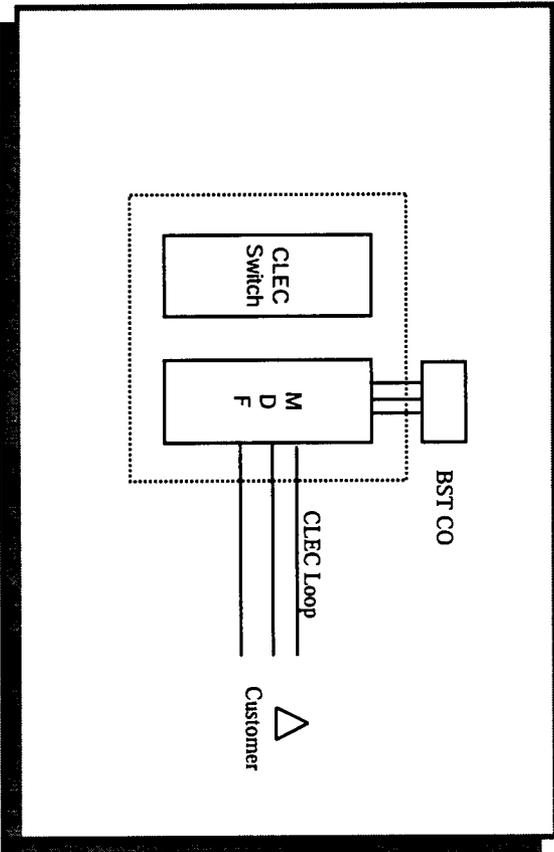
Scenario Description:

CLEC business ISDN-BRI customer with BST unbundled port reports that calls cannot be originated on any line.

CLEC issues test and determines that problem is confined to the BST port. CLEC will enter trouble report in both interfaces.

Note: In all states except GA, TAFI will tell the user to enter an ISDN trouble in trouble in WFA - not TAFI.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	X
Peak Volume	X	Chronic	X
Cancel		Check Status	

Scenario Characteristics:

Trouble Type	Network Area			Interface Domain		
Installation	Non-Installer	Col/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 647: CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN-BRI line.

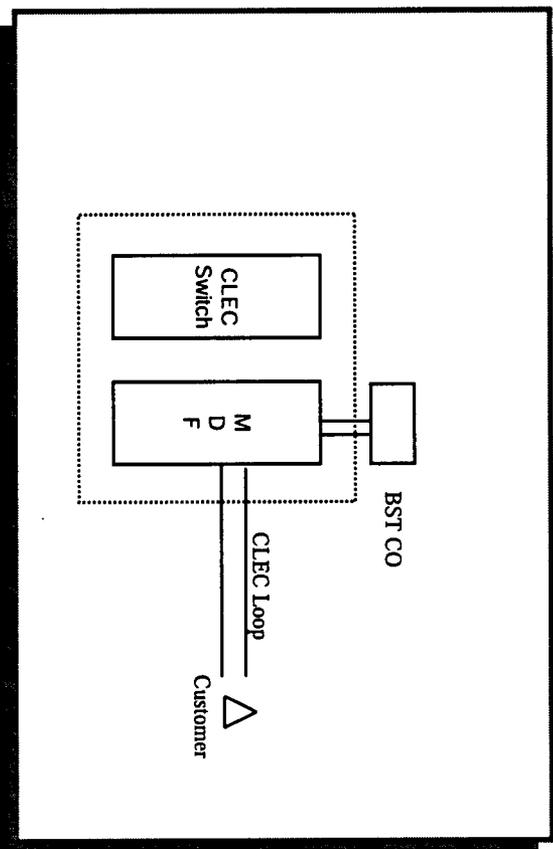
Scenario Description:

CLEC residential ISDN-BRI customer with BST unbundled port reports that calls cannot be originated on second line.

CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Note: In all states except GA, TAFI will tell the user to enter an ISDN trouble in trouble in WFA - not TAFI.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

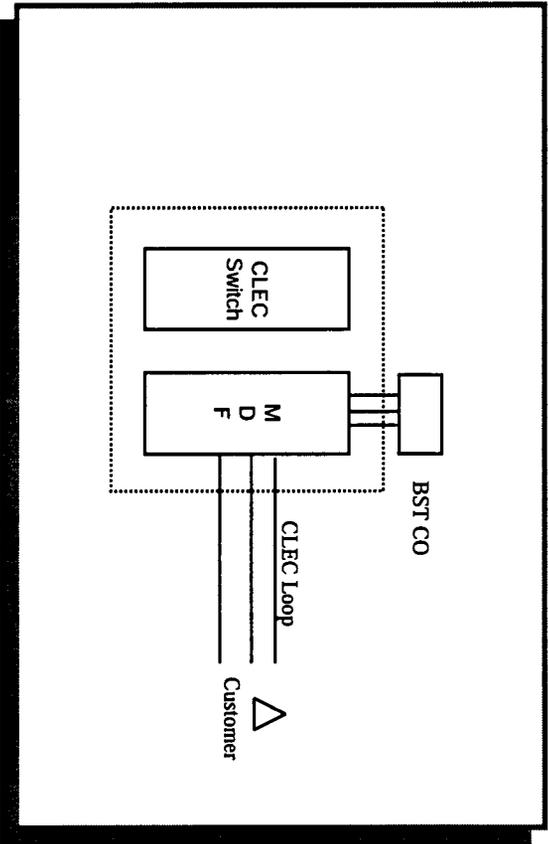
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 648: CLEC reports trouble on unbundled digital port to BST in response to CLEC business customer's inability to receive incoming calls.

Scenario Description:

CLEC business customer with BST line unbundled digital port cannot receive calls on any of their three lines.
 CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

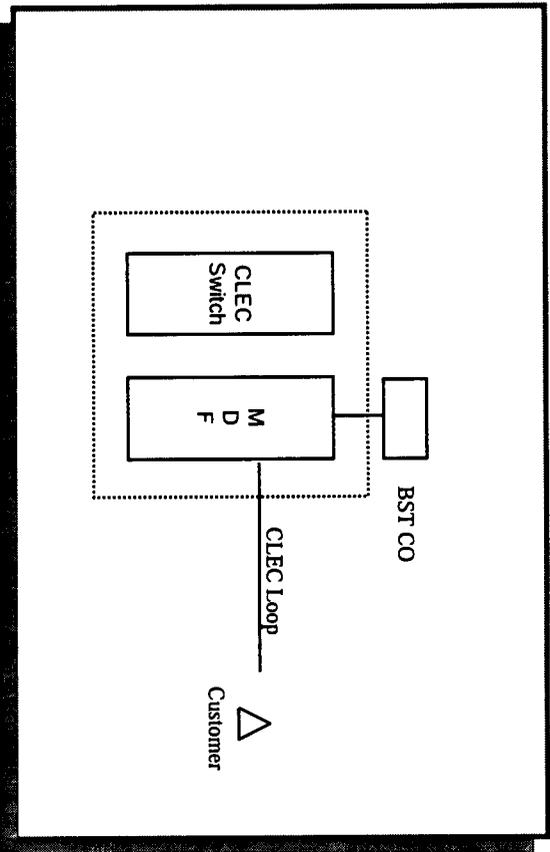
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 649: CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls.

Scenario Description:

CLEC residential customer with BST analog unbundled port cannot receive calls.
 CLEC issues test and determines that problem is confined to the BST port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	

Scenario Characteristics:

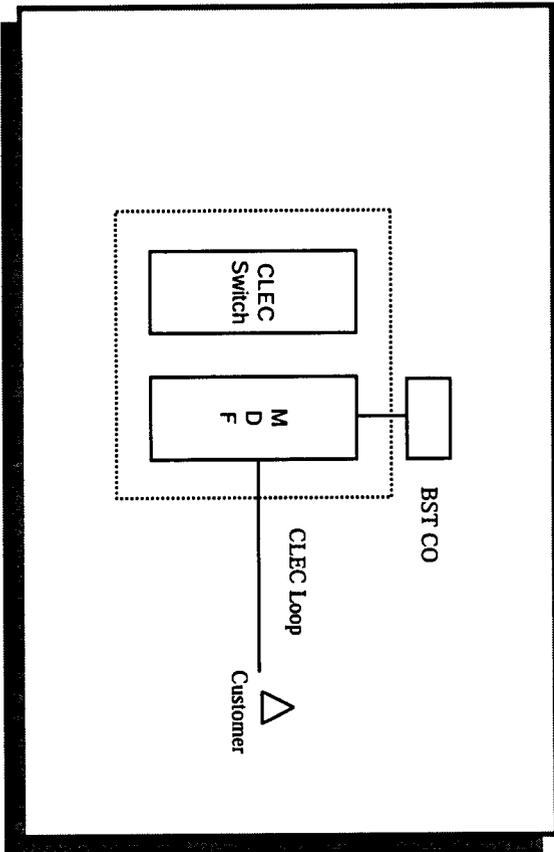
Trouble Type	Network Area	Interface Domain
Installation	Non-Installer	
	Col/Loop	X
	Switch	
	Transport	
	TAFI	X
	ECTA	X

Scenario # 650: CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled analog port.

Scenario Description:

CLEC business customer with BST provided UNE analog port reports that vertical features are not working. CLEC determines that trouble is due to BST unbundled port. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Peak Volume	X
Cancel	

Scenario Characteristics:

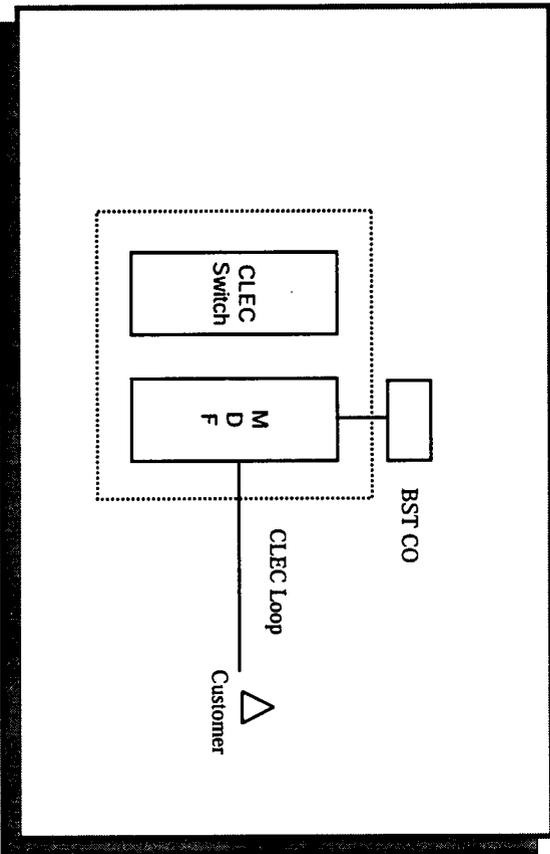
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X		X		X	X

Scenario # 651: CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled digital port.

Scenario Description:

CLEC residential customer with BST provided unbundled digital port reports that vertical features are not working properly. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

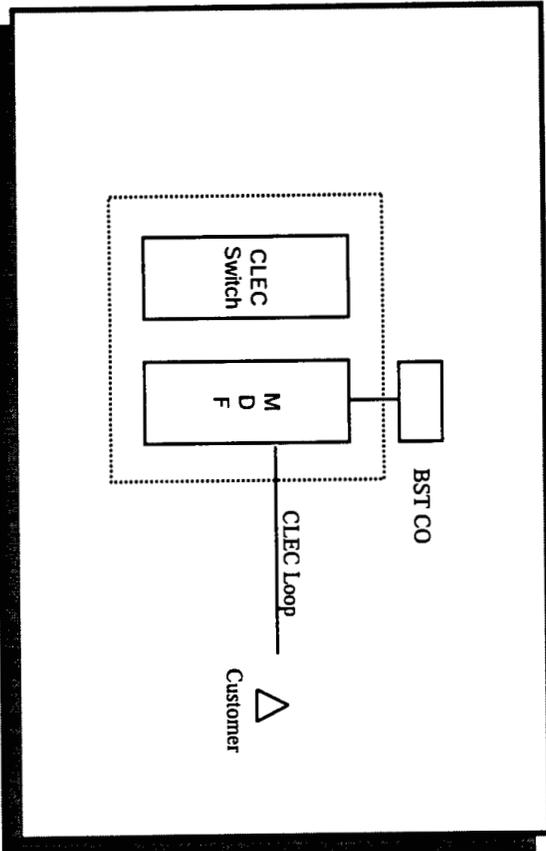
Trouble Type		Network Area		Interface Domain	
Installation	Non-Installation	Co/loop	Switch	TAFI	ECTA
X			X	X	X

Scenario # 652: CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled analog port.

Scenario Description:

CLEC residential customer with BST provided non-designed analog port claims that they have been charged for the wrong calling plan.
 CLEC queries BST system to verify customer account's services and features.
 Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

Trouble Type	Network Area			Interface Domain		
	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	

Scenario # 653: CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided unbundled digital port.

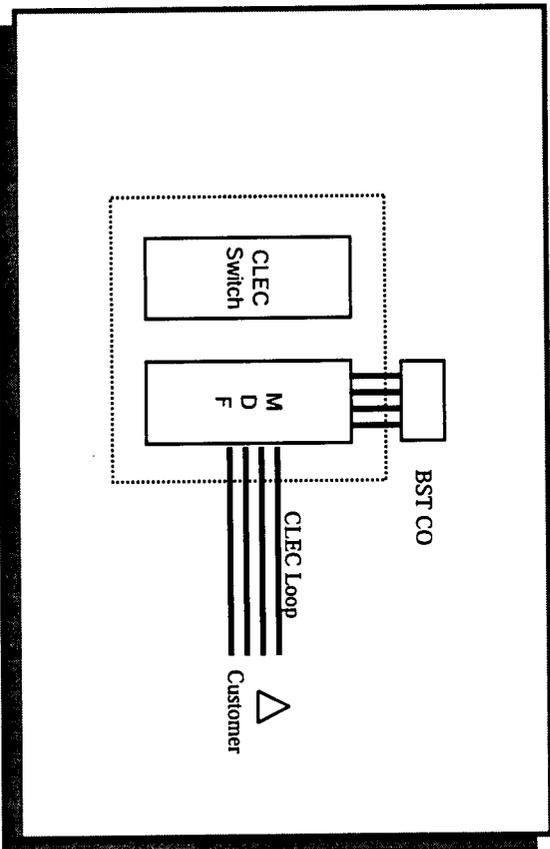
Scenario Description:

CLEC business customer with BST provided non-designed digital port claims that they have been charged for the wrong calling plan.

CLEC queries BST system to verify customer account's services and features.

Note: TAFI does not resolve "billing problems." It compares CSR with what is programmed in the switch.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

Trouble Type	Network Area			Interface Domain		
	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
Installation	X				X	

Scenario #654: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.

Scenario Description:

CLEC residential customer with BST provided unbundled analog port requests Trouble History Report for all lines. CLEC will enter trouble report via the TAFI interface.

Network Configuration:

NA

Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

Trouble Type	Network Area			Interface Domain			
	Installation	Non-Installation	Col/loop	Switch	Transport	TAFI	ECTA
		X				X	

Scenario #655: CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.

Scenario Description:

CLEC residential customer with BST provided unbundled digital port requests Trouble History Report for all lines. CLEC enter reports via the TAFI interface.

Network Configuration:

NA

Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel	X	Check Status

Scenario Characteristics:

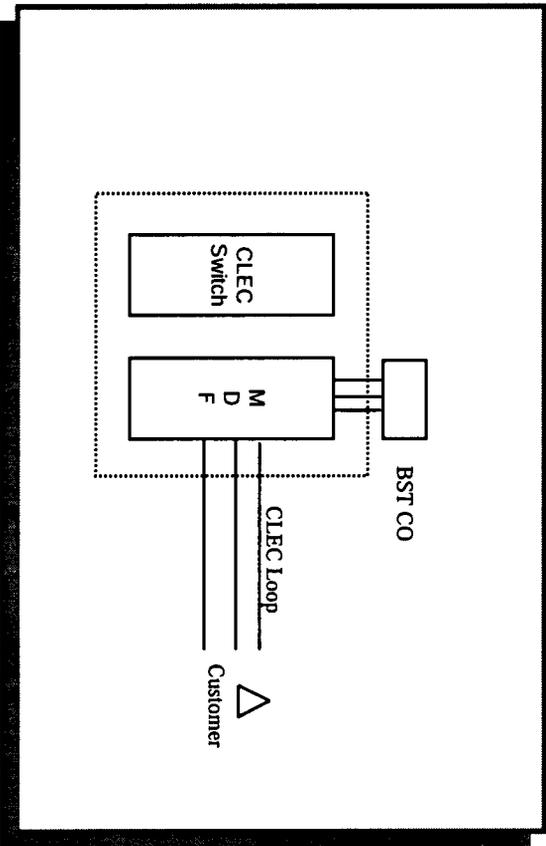
Trouble Type	Network Area				Interface Domain		
	Installation	Non-Installation	Colloop	Switch	Transport	TAFI	ECTA
X						X	

Scenario # 656: CLEC reports outage of unbundled analog port to BST.

Scenario Description:

While monitoring network, CLEC discovers outage of 3 unbundled analog ports. CLEC submits trouble via the TAFI interface. Customer calls back requesting status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	X

Scenario Characteristics:

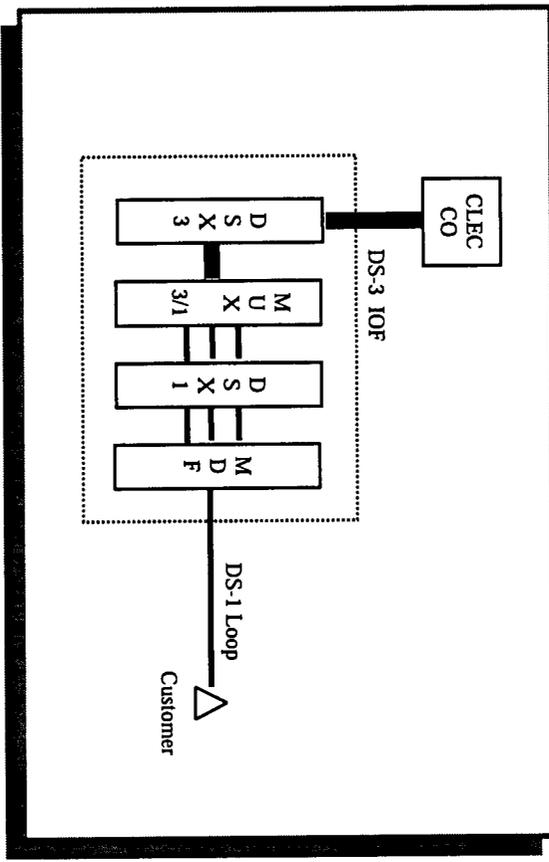
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X

Scenario # 657: CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.

Scenario Description:

CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST via the ECTA interface.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Cancel	X
Check Status	

Scenario Characteristics:

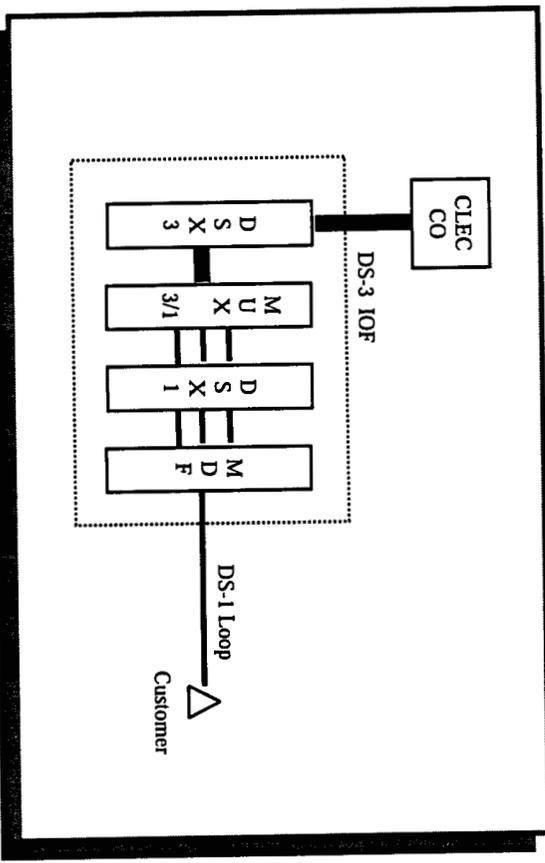
Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	Col/Loop
		Switch
		Transport
		TAFI
		ECTA

Scenario # 658: CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.

Scenario Description:

CLEC business customer with BST provided unbundled IOF - loop combination reports transmission problems.
 CLEC conducts test and determines that problem is on BST side.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	

Scenario Characteristics:

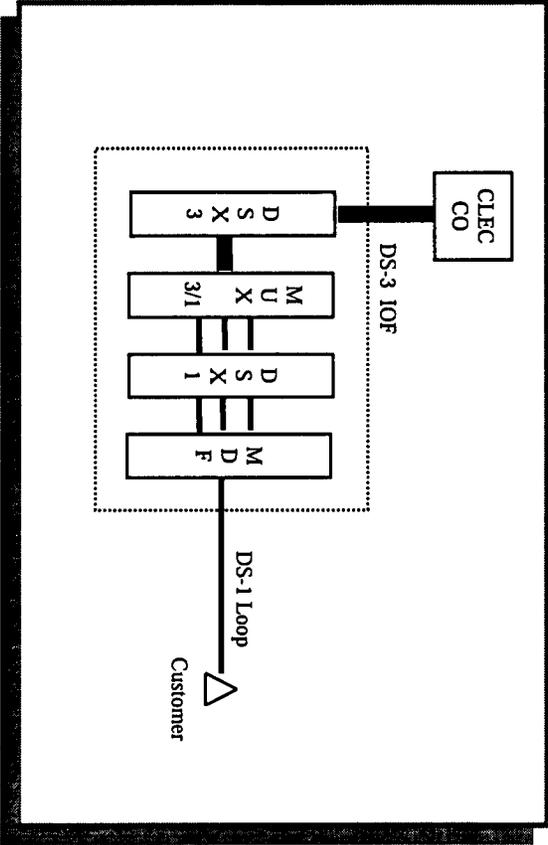
Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	Coll/loop
	Switch	Transport
X		TAFI
		ECTA

Scenario # 659: CLEC reports PBX trunk failure on unbundled digital loop to BST.

Scenario Description:

Cable is accidentally cut during construction, resulting in trouble report on unbundled digital loop from CLEC to BST.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/loop	Switch	Transport	TAF1	ECTA
	X			X		X

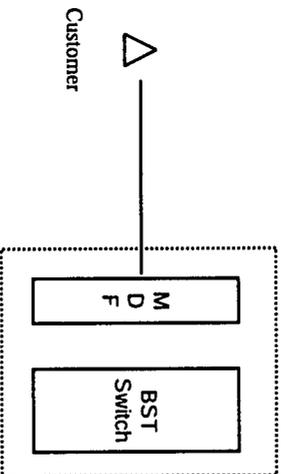
Scenario # 660: CLEC reports inability to originate or receive calls on resale POTS line to BST.

Scenario Description:

CLEC residential customer cannot make or receive calls on resale resale POTS line.

CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	X
Peak Volume	X	Chronic	X
Cancel		Check Status	

Scenario Characteristics:

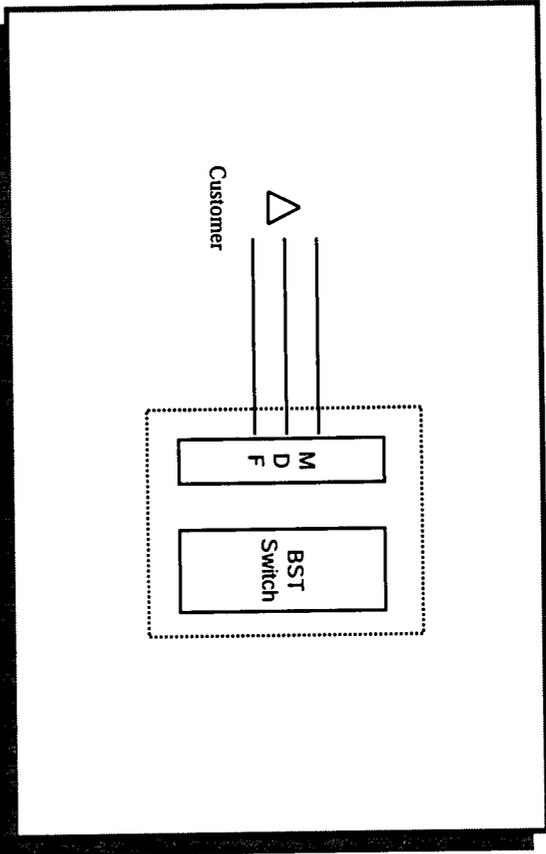
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	ColLoop	Switch	Transport	TAFI	ECTA
	X			X	X	X

Scenario # 661: CLEC reports inability to originate calls on resale POTS line to BST.

Scenario Description:

CLEC business customer cannot originate calls on resale resale POTS line.
 CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

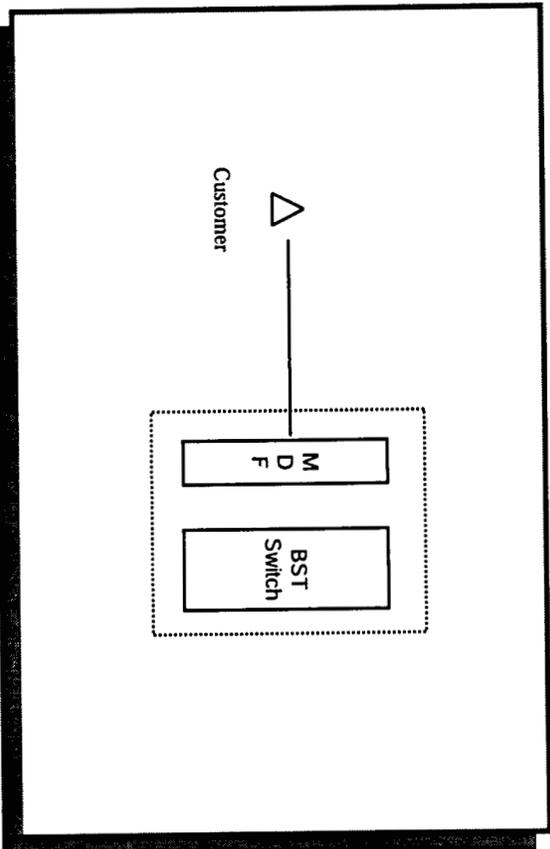
Trouble Type	Network Area				Interface Domain		
	Installation	Non-Installer	Coll/loop	Switch	Transport	TAFI	ECTA
X					X	X	X

Scenario # 662: CLEC reports inability to receive calls on resale POTS line to BST.

Scenario Description:

CLEC residential customer cannot receive calls on resale POTS line.
 CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

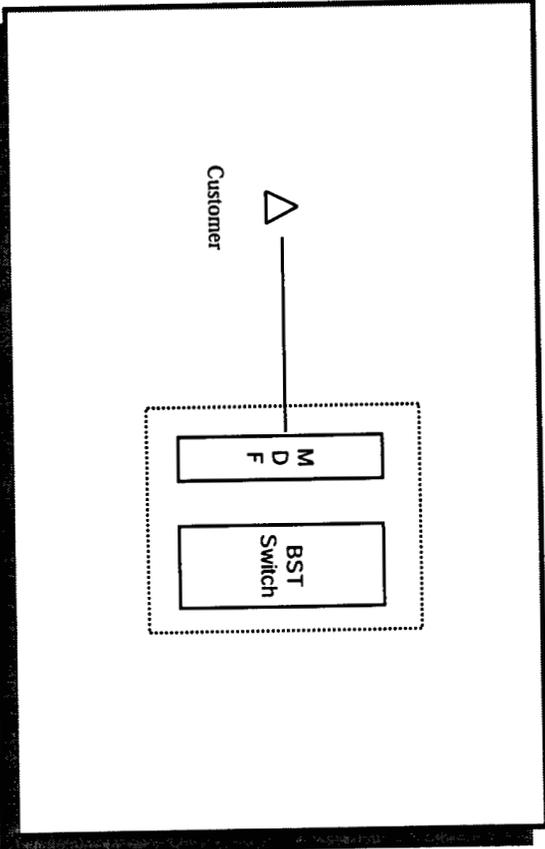
Trouble Type	Network Area			Interface Domain		
	Non-Installer	Co/Loop	Switch	Transport	TAFI	ECTA
Installation	X			X	X	X

Scenario # 663: CLEC reports intermittent noise trouble on resale POTS line.

Scenario Description:

CLEC residential customer reports intermittent noise on resale POTS line. CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

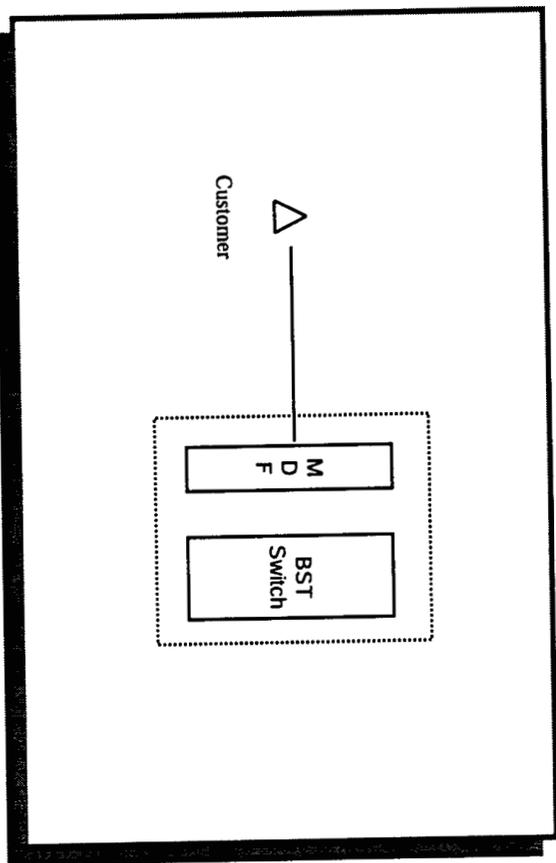
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X				X	X	X

Scenario # 664: CLEC reports feature trouble on resale POTS line to BST.

Scenario Description:

CLEC residential customer complains that feature is not working properly on resale POTS line.
CLEC can enter trouble report either through the TAFI or ECTA interface. Both interfaces will be tested.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel		Check Status

Scenario Characteristics:

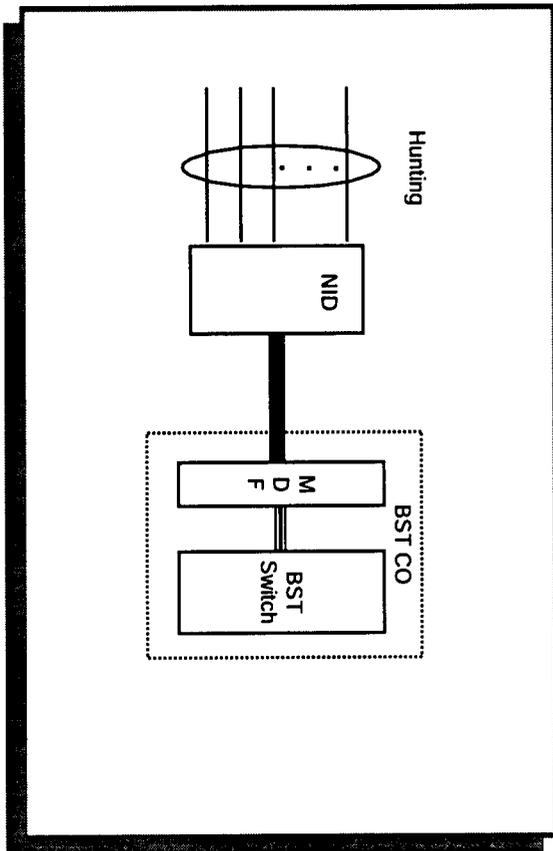
Trouble Type	Network Area			Interface Domain	
	Non-Installer	Co/Loop	Switch	TAFI	ECTA
Installation	X			X	X

Scenario # 665: CLEC reports to BST that Hunting is not working on resale line.

Scenario Description:

CLEC business customer reports that calls are not rolling on Hunting configuration.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X
Repeat	
Peak Volume	X
Chronic	
Check Status	
Cancel	X

Scenario Characteristics:

Trouble Type	Network Area	Interface Domain
Installation	Non-Installation	
	Col/loop	
	Switch	
	Transport	
	TAFI	
	ECTA	

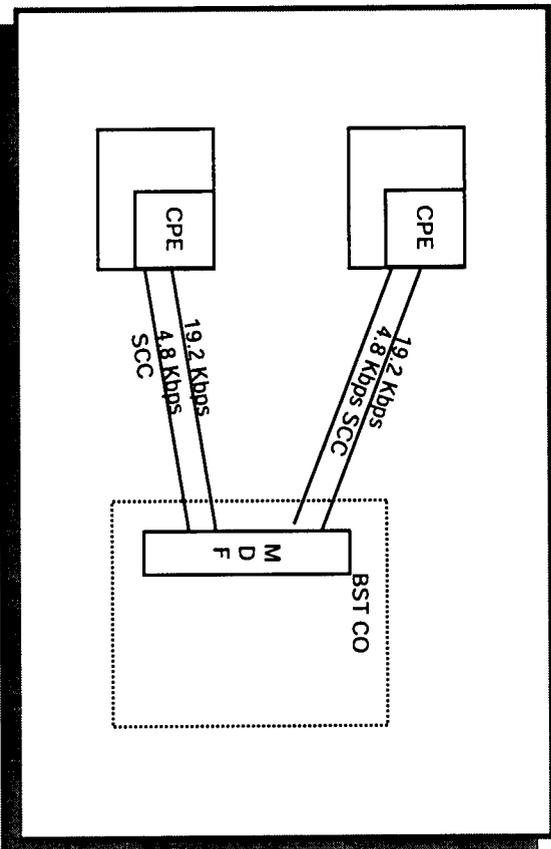
Scenario # 666: CLEC reports trouble on resold Synchronet line to BST.

Scenario Description:

CLEC business customer reports that they aren't receiving traffic on company's Synchronet line.

CLEC submits trouble report via the ECTA interface to BST.

Network Configuration:



Requirements Addressed:

Test Conditions		
Normal Volume	X	Repeat
Peak Volume	X	Chronic
Cancel	X	Check Status

Scenario Characteristics:

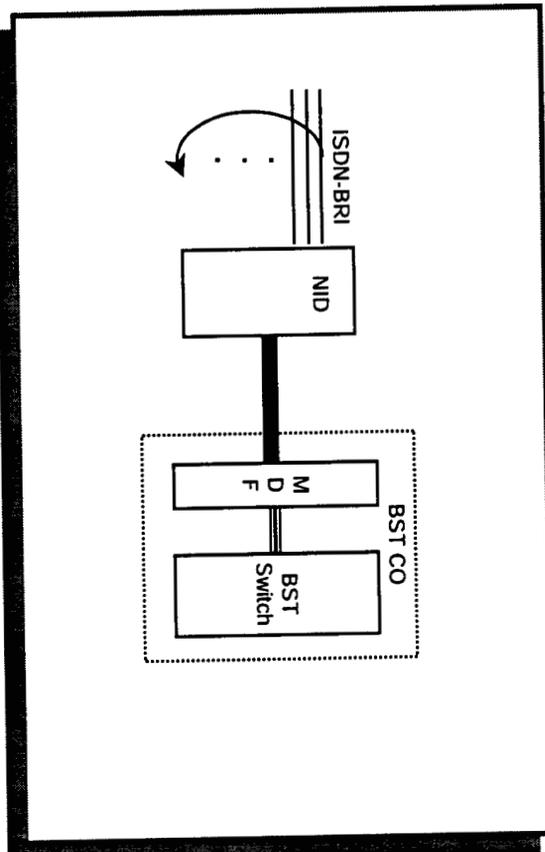
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X			X		X

Scenario # 667: CLEC reports high distortion on resold ISDN-BRI line to BST.

Scenario Description:

CLEC business customer report high distortion on ISDN line.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

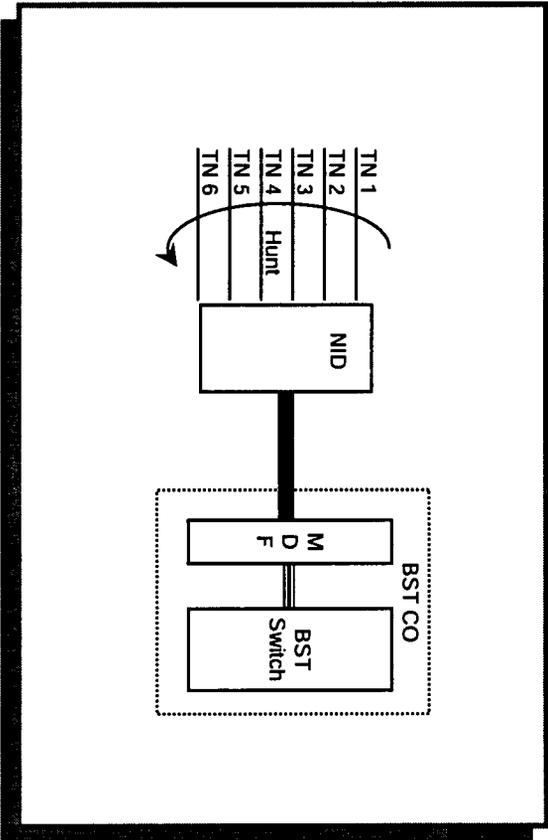
Trouble Type	Network Area			Interface Domain		
	Non-Installer	ColLoop	Switch	Transport	TAFI	ECTA
Installation	X			X		X

Scenario # 668: CLEC reports hunting problems on resold POTS line to BST.

Scenario Description:

CLEC business customer with hunting service reports that calls are not rolling over to the fifth and sixth lines of the configuration.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Repeat	X
Peak Volume	X	Chronic	
Cancel		Check Status	

Scenario Characteristics:

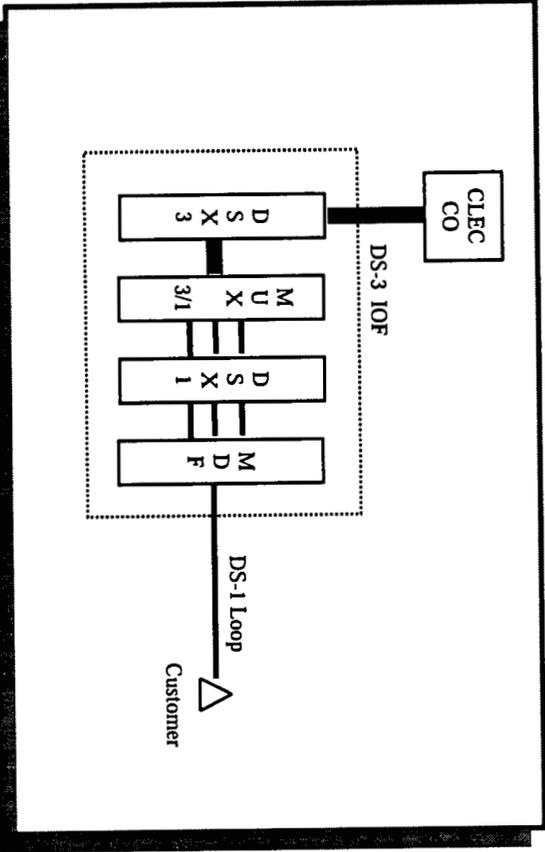
Trouble Type	Network Area			Interface Domain		
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X		X		X	X

Scenario # 669: CLEC reports PBX trunk failure on resale line to BST.

Scenario Description:

Cable is accidentally cut during construction, resulting in trouble report on resale PBX trunk from CLEC to BST.

Network Configuration:



Requirements Addressed:

Test Conditions	
Normal Volume	X Repeat
Peak Volume	X Chronic
Cancel	Check Status

Scenario Characteristics:

Trouble Type	Network Area	Interface Domain
Installation	Co/Loop	TAFI
Non-Installer	Switch	ECTA
	Transport	
X		X

Appendix C: Volume Analysis Methodology

A. Introduction

This appendix outlines describes the methodology applied to determine the normal and peak transaction volumes and number of virtual users required to support the Test via the TTG. The purpose of the volume-related test cycles is to evaluate BellSouth's ability to process a representative set of near-future wholesale transaction volumes in support of competitive local service providers. The scope of each test cycle is defined in the applicable section of the test plan body.

B. Assumptions

The following assumptions are among those that will be used in development of this volume analysis:

- The volumes to be tested are expected transactions as of year end, 2001 (YE01)
- The volumes to be tested will be representative of the entire BST nine state territory.
- Transaction volumes will be disaggregated by pre-ordering, ordering and M&R business processes and by resale and UNE product categories in order to generate a representative volume test and address the requirements of the Georgia Order.
- A representative sample of functional test scenarios, increased to reflect forecasted regional transaction, will be the basis for volume testing.

C. Volume Basis

The following types of projection will be considered in developing test volumes:

- Trend projections based on current volumes and activities
- Estimated market share loss and market composition at the target date
- Forecast of CLEC and BellSouth retail volumes

The following data sources will be considered in developing test volumes:

- Goldman Sachs Telecom Services Report on CLECs: 1999 Issues and Outlook, January 1999
- Yankee Group CLEC 101: Lessons in Competition, October 1998
- Federal Communications Commission Industry Analysis Division, Report on Local Competition, December 1998
- CLEC forecasts
- BellSouth forecasts

D. Transaction Types

Transactions will be distributed between the resale and UNE product categories as well as error and non-error categories based on the projected ratio at YE01.

Transactions will be distributed at the scenario level based on the current ratio of scenario types as defined in Appendix A equivalency classes. Test scenarios will be selected for testing at volumes based on stratified statistical sampling of functionally equivalent transaction classes.

Transactions will be distributed by process based on the current ratio of process execution.

Appendix D1: Evaluation Criteria

Appendix D: Evaluation Criteria

This appendix outlines the evaluation criteria to be applied during the various test cycles.

Once the results from each test cycle have been collected, they must be assessed in order to determine performance of the test. This activity includes comparing expected results files with actual results. In addition, this activity involves assessing the coverage and accuracy of all test conditions within a test cycle. Those failing validation must be retested during the next cycle. If a significant number of test conditions fail or are not covered during a specific cycle, the test cycle will be rescheduled for execution following the implementation of the appropriate corrective measures.

Both transactional testing and operational analysis require evaluation criteria to assess test results. Test evaluation criteria provides the basis for determining whether an individual test event meets stated objectives and achieves expected results. This activity serves to sharpen the test approach and scope by defining the specific criteria required to measure the success of each test event.

Evaluation criteria are defined for each test to determine whether the results deviate from expectations. In those cases where results deviate, analysis is undertaken to determine the significance of the deviation.

The following table contains metrics that will be gathered from transactional testing and operational analysis. The references to the BellSouth SQM are specific to the BellSouth Service Quality Measurements Regional Performance Reports, dated 08/10/99. This document is available from the BellSouth Web site.

For those areas lacking an existing performance measurement approved by the Georgia PSC, HP has developed a set of process and function evaluation criteria that will be used to evaluate the functional and transactional elements of BellSouth's OSS interfaces and processes. The following table identifies the specific BellSouth quality service measurement(s) and HP evaluation criteria that will be utilized for each test.

During test design, HP will further develop the appropriate metrics and standards of performance. These evaluation criteria and may be applied to all instances of a test execution or to a sampling of instances. The volume tests are an example of where a sampling of test transactions would be appropriate to ensure the integrity and content of the transaction data while testing the capacity of BellSouth's application software and infrastructure.

<i>Business Process</i>	<i>Metric</i>	<i>Test Objective</i>	<i>Test Technique</i>	<i>BellSouth SQM Report/ HP Evaluation Criteria</i>
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<i>Business Process</i>	<i>Metric</i>	<i>Test Objective</i>	<i>Test Technique</i>	<i>BellSouth SQM Report/ HP Evaluation Criteria</i>
Pre-Ordering	Average OSS Response Interval	Performance	Transaction Processing	BST - Pre-Order #1
	OSS Interface Availability	Interface	Transaction Processing Observation Document Review	BST - Pre-Order #2 HP - PRE-1 HP - PRE-3
	OSS Functionality	Functionality	Transaction Processing	HP - PRE-1
	Capacity of Systems	Volume & Scalability	Transaction Processing Inspection	HP - PRE-6 HP - PRE-6
	Completeness of Documents	Documentation	Document Review	HP - PRE-3
	Accuracy of Documents	Documentation	Document Review	HP - PRE-3
Ordering	Percent Flow-through Service Requests	Performance	Transaction Processing	BST - Order #1 BST - Order #2
	Percent Rejected Service Requests	Performance	Transaction Processing	BST - Order #4
	Reject Interval	Performance	Transaction Processing	BST - Order #5
	Firm Order Confirmation Timeliness	Performance	Transaction Processing	BST - Order #6
	OSS Interface Availability	Interface	Transaction Processing Observation Document Review	HP - O&P-1, 2 & 3 HP - O&P-1, 2 & 3 HP - O&P-8 & 9
	OSS Functionality	Functionality	Transaction Processing	HP - O&P-1 & 2
	Capacity of Systems	Volume & Scalability	Transaction Processing Inspection	HP - O&P-3 & 4 HP - O&P-6
	Completeness of Documents	Documentation	Document Review	HP - O&P-8 & 9
	Accuracy of Documents	Documentation	Document Review	HP - O&P-8 & 9
Provisioning	Average Completion Interval & Order Completion Interval Distribution	Performance	Transaction Processing Inspection	BST - Provisioning #4 HP - O&P-1 & 2
	Held Order Interval Distribution & Mean Interval	Performance	Transaction Processing	BST - Provisioning #1
	Average Jeopardy Notice Interval	Performance	Transaction Processing Performance Comparison	BST - Provisioning #2 HP - O&P-7
	Percentage of Orders Given Jeopardy Notices	Performance	Transaction Processing Performance Comparison	BST - Provisioning #2 HP - O&P-7
	Percent Missed Installation Appointments	Performance	Transaction Processing Performance Comparison	BST - Provisioning #3 HP - O&P-7

<i>Business Process</i>	<i>Metric</i>	<i>Test Objective</i>	<i>Test Technique</i>	<i>BellSouth SQM Report/ HP Evaluation Criteria</i>
	Percent Provisioning Troubles within 30 Days	Performance	Transaction Processing Performance Comparison	BST - Provisioning #7 HP - O&P-7
	Coordinated Customer Conversions	Performance	Transaction Processing Inspection	BST - Provisioning #6 HP - O&P-5
	Average Completion Notice Interval	Performance	Transaction Processing	BST - Provisioning #5
	Completed Service Order Accuracy	Performance	Transaction Processing Performance Comparison	HP - O&P-1, 2 & 5 HP - O&P-7
	OSS Functionality	Functionality	Transaction Processing	
	Completeness of Documents	Documentation	Document Review	HP - O&P-8 & 9
	Accuracy of Documents	Documentation	Document Review	HP - O&P-8 & 9
Maintenance & Repair	OSS Interface Availability	Interface	Transaction Processing Document Review Observation	BST - Maintenance & Repair # 6 HP - M&R-8 & 9 HP - M&R-1, 2 & 3
	Average OSS Response Interval	Performance	Transaction Processing	BST - Maintenance & Repair # 7
	Missed Repair Appointments	Performance	Transaction Processing Performance Comparison Inspection	BST - Maintenance & Repair #1 HP - M&R-7 HP - M&R-1 & 2
	Customer Trouble Report Rate	Performance	Performance Comparison Inspection Interviews	HP - M&R-7 BST - Maintenance & Repair # 2 HP - M&R-7
	Maintenance Average Duration	Performance	Transaction Processing Performance Comparison Inspection	BST - Maintenance & Repair # 3 HP - M&R-7 HP - M&R-1 & 2
	Percent Repeat Troubles within 30 Days	Performance	Transaction Processing Performance Comparison Inspection	BST - Maintenance & Repair # 3 HP - M&R-7 HP - M&R-1 & 2
	Out of Service > 24 Hours	Performance	Transaction Processing Performance Comparison Inspection	BST - Maintenance & Repair # 3 HP - M&R-7 HP - M&R-1 & 2
	OSS Functionality	Functionality	Transaction Processing	HP - M&R-1 & 2

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<i>Business Process</i>	<i>Metric</i>	<i>Test Objective</i>	<i>Test Technique</i>	<i>BellSouth SQM Report/ HP Evaluation Criteria</i>
	Capacity of Systems	Volume & Scalability	Transaction Processing Inspection	HP - M&R-3 & 4 HP - M&R-5 & 6
	Completeness of Documents	Documentation	Document Review	HP - M&R-8 & 9
	Accuracy of Documents	Documentation	Document Review	HP - M&R-8 & 9
Billing	Invoice Accuracy & Timeliness	Performance	Transaction Processing	BST - Billing #1
	Usage Data Delivery Accuracy	Performance	Transaction Processing	BST - Billing #3
	Usage Data Delivery Timeliness and Completeness	Performance	Transaction Processing	BST - Billing #4 BST - Billing #5
	Completeness of Documents	Documentation	Document Review	HP - BLG-7 & 8
	Accuracy of Documents	Documentation	Document Review	HP - BLG-7 & 8

The following table contains the specific criteria that will be used for each test.

EVALUATION MEASURES		
<i>Category</i>	<i>Measure</i>	<i>Description</i>
	Availability of Interface	The interface is accessible during specified hours of availability as described in BellSouth CLEC documentation including CLEC notification letters. System outages or downtimes are within service quality measurements.
	Capability of Interface	The interface can be installed and performs as described in BellSouth CLEC documentation and training.
	Presence of Functionality	The functionality exists in the application or OSS and transactions can be executed through the interface as described in BellSouth CLEC documentation and training.
	Accuracy of Response	The data contained in the response (valid response or error response) is accurate in relationship to the event or test case and as described in BellSouth CLEC documentation. For Billing tests, this would also include data fields on the bill. This does not imply completeness of data.
	Timeliness of Response	The response is generated and delivered within objective intervals.
	Completeness of Data	All minimum required fields are present. The data contained in the response (valid response or error response) is complete in relationship to the event or test case and as described in BellSouth CLEC documentation. Where applicable, the data contained in the response can be used to further process a subsequent transaction or event. This does not imply accuracy of data.

	Clarity of Information	The data contained in the response provides a clear understanding of the requested data, error or status of a transaction.
	Availability of Document(s) and Training	The BellSouth CLEC documentation and training is readily available to all legitimate parties. Documents are available in electronic or hard copy format. If BellSouth provides a training course, the course is made available at BellSouth training centers or at client sites for a fee, where appropriate.
	Accuracy of Document(s)	The BellSouth CLEC documentation accurately describes the process, application, interface, business rules, technical requirements, etc. that are relevant to a CLEC entering the local service market. Documentation is accurate and consistent within the document as well as across BellSouth CLEC documents.
	Structure of Document(s)	The BellSouth CLEC documentation clearly states the scope and intended audience for the document. The document contains change management markings for version/release control and associated dates. The document contains contact information for reporting errors, obtaining additional information or related resources.
	Distribution of Document(s)	The BellSouth CLEC documentation is readily available via various distribution paths (BST web site, training classes, restricted web sites, on request, via functional SMEs, industry groups, etc.).
	Change Management Notification Process	Changes to the BellSouth CLEC documentation are communicated to the CLEC community in a timely and non-discriminatory manner via various distribution paths.
	Hardware/Software Scalability	The hardware/software architectural infrastructure is modular in design and supports a scalability model through the incorporation of additional processors or instances of software applications.
	Systems Performance Monitoring	There are clearly defined and documented processes for recording and analyzing system performance measurements. There are clearly defined thresholds at which additional hardware/software/processors are added to support increased system usage.
	Resource Staffing Scalability	The resources requirements for an individual to perform a function are modular in design and support a scalability model through the incorporation of additional resources.
	Resource Performance Monitoring	There are clearly defined and documented processes for recording and analyzing personnel performance and capacity. There are clearly defined thresholds at which additional resources are added to support increased customer workload.
	Provisioning Validation	The circuits are provisioned correctly at HP's co-location facilities. Dial tone is available.

	Process Validation	The steps or processes required for reviewing, balancing or evaluating follow standard business practices and/or documented procedures. The work flow steps required to complete the process (i.e., invoice balancing) are defined. The intervals or time lines defined in the process are reasonable.
Result Types	Satisfied	The test results met the specified evaluation criteria.
	Satisfied with Qualifications	The test results met the specified evaluation criteria. However, the comments reflect certain qualifications regarding the test or evaluation criteria.
	Satisfied with Issue Resolved	The test initially generated an issue, which has been subsequently resolved, such that the evaluation criteria were successfully met.
	Not Satisfied	The test results did not meet the specified evaluation criteria.
	Insufficient Data Available	There was insufficient data available to determine if the evaluation criteria were met.
	Not Applicable	The specific evaluation criteria was not applicable for this function.

IV. Pre-Ordering Test Section

1.0 PRE-1: TAG Pre-Ordering Functional Test

The TAG Pre-Ordering Functional Test will evaluate the functional elements of the pre-ordering process for UNEs as delivered to CLECs by the TAG interface. The TAG interface will be used to execute the following pre-order transaction types:

<i>Pre-Order Transaction Type</i>	<i>TAG Functional Evaluation</i>	<i>Product Category</i>
Validate Address	X	Product Independent
Retrieve CSR	X	Product Independent
Determine Product/Service Availability	X	Product Independent
Request Available Telephone Number(s)	X	Product Independent
Reserve Telephone Number(s)	X	Product Independent
Cancel Telephone Number(s) Reservation	X	Product Independent
Determine Appointment Availability	X	Product Independent
Calculate Due Date	X	Product Independent

The following evaluation criteria (referenced as HP-PRE-1) will be used to address the sub-processes and functions evaluated in test PRE-1.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Validate Address	Create address validation request transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	PRE-1-1-1
	Send address request using BTN	Capability of Interface Presence of Functionality	PRE-1-1-2
	Send address validation request using WTN	Capability of Interface Presence of Functionality	PRE-1-1-3
	Send address validation request using partial address	Capability of Interface Presence of Functionality	PRE-1-1-4
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-1-5
	Receive near match response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-1-6
	Receive no match response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-1-7

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-1-8
	Correct errors	Presence of Functionality	PRE-1-1-9
	Re-send address inquiry	Capability of Interface Presence of Functionality	PRE-1-1-10
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-1-11
Retrieve CSR	Create CSR request transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	PRE-1-2-1
	Send CSR request using BTN	Capability of Interface Presence of Functionality	PRE-1-2-2
	Send CSR request using WTN	Capability of Interface Presence of Functionality	PRE-1-2-3
	Send CSR request using circuit identifier and state code	Capability of Interface Presence of Functionality	PRE-1-2-4
	Send CSR request using miscellaneous account number	Capability of Interface Presence of Functionality	PRE-1-2-5
	Send request for directory information only	Capability of Interface Presence of Functionality	PRE-1-2-6
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-2-7
	Receive no match response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-2-8
	Correct errors	Presence of Functionality	PRE-1-2-9
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-2-10
	Re-send CSR inquiry	Capability of Interface Presence of Functionality	PRE-1-2-11
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-2-12
Determine Product / Service Availability	Create service availability request transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	PRE-1-3-1
	Send service availability (LPIC, PIC, Switch Service Availability) request transaction	Capability of Interface Presence of Functionality	PRE-1-3-2

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Receive availability response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-3-3
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-3-4
	Correct errors	Presence of Functionality	PRE-1-3-5
	Re-send service availability inquiry	Capability of Interface Presence of Functionality	PRE-1-3-6
	Receive availability response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-3-7
Request Available Telephone Number(s)	Create available telephone number request transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	PRE-1-4-1
	Send TN request for specific number(s) (Easy, Sequential, Ascending, Vanity, etc)	Capability of Interface Presence of Functionality	PRE-1-4-2
	Send TN request for random number(s)	Capability of Interface Presence of Functionality	PRE-1-4-3
	Send TN request for a range of specific numbers	Capability of Interface Presence of Functionality	PRE-1-4-4
	Send TN request for a range of random numbers	Capability of Interface Presence of Functionality	PRE-1-4-5
	Receive available numbers response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-4-6
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-4-7
	Correct errors	Presence of Functionality	PRE-1-4-8
	Re-send available telephone number request	Capability of Interface Presence of Functionality	PRE-1-4-9
	Receive available numbers response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-4-10
Reserve TN(s)	Create telephone number reservation transaction	Capability of Interface Presence of Functionality	PRE-1-5-1
	Send reservation request for a single TN	Capability of Interface Presence of Functionality	PRE-1-5-2
	Send reservation request for Multi-line Hunt	Capability of Interface Presence of Functionality	PRE-1-5-3

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Send reservation request for Direct-In-Dial	Capability of Interface Presence of Functionality	PRE-1-5-4
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-5-5
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-5-6
	Correct errors	Presence of Functionality	PRE-1-5-7
	Re-send TN reservation request	Capability of Interface Presence of Functionality	PRE-1-5-8
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-5-9
Cancel TN Reservation	Create telephone number reservation cancellation transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	PRE-1-6-1
	Send cancel reservation request for a single TN	Capability of Interface Presence of Functionality	PRE-1-6-2
	Send cancel reservation request for Multi-line Hunt	Capability of Interface Presence of Functionality	PRE-1-6-3
	Send cancel reservation request for Direct-In-Dial	Capability of Interface Presence of Functionality	PRE-1-6-4
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-6-5
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-6-6
	Correct errors	Presence of Functionality	PRE-1-6-7
	Re-send cancel TN reservation request	Capability of Interface Presence of Functionality	PRE-1-6-8
	Receive confirmation response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-6-9
	Receive match response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-6-10

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Determine Appointment Availability	Create appointment availability request transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	PRE-1-7-1
	Send request for appointment availability	Capability of Interface Presence of Functionality	PRE-1-7-2
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-7-3
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-7-4
	Correct errors	Presence of Functionality	PRE-1-7-5
	Re-send available due date request	Capability of Interface Presence of Functionality	PRE-1-7-6
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-7-7
Calculate Due Date	Create due date calculation request transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	PRE-1-8-1
	Send request for due date calculation	Capability of Interface Presence of Functionality	PRE-1-8-1
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-8-2
	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-8-3
	Correct errors	Presence of Functionality	PRE-1-8-4
	Re-send due date calculation request	Capability of Interface Presence of Functionality	PRE-1-8-5
	Receive valid response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	PRE-1-8-6

- PRE-2: Pre-Ordering Performance Results Comparison

The Pre-Ordering Performance Results Comparison is a comparative analysis of performance results collected by HP test management tools and those collected by BellSouth's OSS performance measurement system. The source results collected from PRE-1: TAG Functional Test, PRE-4: TAG Normal Volume Performance Test, and PRE-5: TAG Peak Volume Performance Test will be compared to BellSouth's performance metrics, accuracy and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria (referenced as HP-PRE-2) will be used to address the sub-processes and functions evaluated in test PRE-2.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Average OSS Response Interval	Address Validation	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-1
	CSR Retrieval	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-2
	Switched Service Availability	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-3
	PIC/LPIC Availability	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-4
	Product / Service Availability	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-5

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<i>Sub-Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Telephone Number(s) Availability	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-6
	Reserve TN(s)	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-7
	Cancel TN Reservation	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-8
	Determine Due Date / Appointment Availability	BST - Pre-Order #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-2-1-9

2.0 PRE-3: TAG Pre-Ordering Documentation Evaluation

The TAG Pre-Ordering Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the TAG interface for pre-ordering activities. This evaluation is intended to review the quality, accuracy and completeness of BellSouth's pre-ordering documentation using a variety of operational analysis techniques. The following evaluation criteria (referenced as HP-PRE-3) will be used to address the sub-processes and functions evaluated in test PRE-3.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Pre-Ordering Documentation	LEO Implementation Guides (Pre-Ordering Sections of Volumes 1-4)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	PRE-3-1-1
	Facilities Based & Resale - CLEC Starter Kit (Pre-Ordering sections)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	PRE-3-1-2
	Facilities Based & Resale CLEC Activation Requirements	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	PRE-3-1-3
	TAG Technical and Programmer Reference Guide(s)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	PRE-3-1-4
	Carrier Notification	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s) Change Management Notification Process	PRE-3-1-5

4.0 PRE-4: TAG Normal Volume Performance

The TAG Normal Volume Performance Test will evaluate the behavior and performance of the TAG pre-order interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by submitting large volumes of flow-thru pre-ordering (TAG only) resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions). Patterns of time within the day and patterns of days within the month will be emulated. The TAG interface will be used to execute the following pre-order transaction types:

<i>Pre-Order Transaction Type</i>	<i>TAG Normal Volume</i>	<i>TAG Peak Volume</i>	<i>Product Category</i>
Validate Address	X		UNE, Resale
Retrieve CSR	X		UNE, Resale
Determine Product/Service Availability	X		UNE, Resale
Request Available Telephone Number(s)	X		UNE, Resale
Reserve Telephone Number(s)	X		UNE, Resale
Cancel Telephone Number(s) Reservation	X		UNE, Resale
Determine Appointment Availability	X		UNE, Resale
Calculate Due Date	X		UNE, Resale

The following evaluation criteria (referenced as HP-PRE-4) will be used to address the sub-processes and functions evaluated in test PRE-4.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit pre-orders in Projected Normal Volumes	Address Validation	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-1
	CSR Retrieval	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-2
	Switched Service Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-3
	PIC/LPIC Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-4

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Product / Service Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-5
	Telephone Number(s) Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-6
	Reserve TN(s)	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-7
	Cancel TN Reservation	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-8
	Determine Due Date / Appointment Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-4-1-9

5.0 PRE-5: TAG Peak Volume Performance

The TAG Normal Volume Performance Test will evaluate the behavior and performance of the TAG pre-order interface under "peak" YE01 projected transaction load conditions. This test cycle will be executed by submitting large volumes of flow-thru pre-ordering (TAG only) resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions). Patterns of time within the day and patterns of days within the month will be emulated. The TAG interface will be used to execute the following pre-order transaction types:

<i>Pre-Order Transaction Type</i>	<i>TAG Normal Volume</i>	<i>TAG Peak Volume</i>	<i>Product Category</i>
Validate Address		X	UNE, Resale
Retrieve CSR		X	UNE, Resale
Determine Product/Service Availability		X	UNE, Resale
Request Available Telephone Number(s)		X	UNE, Resale
Reserve Telephone Number(s)		X	UNE, Resale
Cancel Telephone Number(s) Reservation		X	UNE, Resale
Determine Appointment Availability		X	UNE, Resale
Calculate Due Date		X	UNE, Resale

The following evaluation criteria (referenced as HP-PRE-5) will be used to address the sub-processes and functions evaluated in test PRE-5.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit pre-orders in Projected Peak Volumes	Address Validation	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-1
	CSR Retrieval	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-2
	Switched Service Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-3
	PIC/LPIC Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-4

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Product / Service Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-5
	Telephone Number(s) Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-6
	Reserve TN(s)	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-7
	Cancel TN Reservation	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-8
	Determine Due Date / Appointment Availability	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	PRE-5-1-9

6.0 PRE-6: Pre-Order Processing Systems Scalability Evaluation

The Pre-Order Processing Systems Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the cluster of pre-ordering applications. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future technology architecture. The following evaluation criteria (referenced as HP-PRE-6) will be used to address the sub-processes and functions evaluated in test PRE-6.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
TAG Pre-Order Scalability	Technical architecture modularity	Hardware/Software Scalability Systems Performance Monitoring	PRE-6-1-1
	Operations support resources work capacity	Resource Staffing Scalability Resource Performance Monitoring	PRE-6-1-2

V. Ordering and Provisioning Test Section

1.0 O&P-1: EDI Functional Test

The EDI Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs by the EDI interface. This test cycle will be executed by submitting local service requests (LSRs) for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN). The following evaluation criteria (referenced as HP-O&P-1) will be used to address the sub-processes and functions evaluated in test O&P-1.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit an Order	Create order transaction(s)	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-1-1-1
	Send order in LSR format	Capability of Interface Presence of Functionality	O&P-1-1-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-1-3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-1-4
	Send Expedited Order Transaction	Capability of Interface Presence of Functionality	O&P-1-1-5
Submit an Error	Create error transaction(s)	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-1-2-1
	Send error in LSR format	Capability of Interface Presence of Functionality	O&P-1-2-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-2-3
	Receive planned error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-2-4
	Correct errors	Presence of Functionality	O&P-1-2-5
	Resend order	Capability of Interface Presence of Functionality	O&P-1-2-6

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-2-7
Supplement an Order	Create Supplement transaction(s)	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-1-3-1
	Send supplement	Capability of Interface Presence of Functionality	O&P-1-3-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-3-3
	Receive error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-3-4
	Correct errors	Presence of Functionality	O&P-1-3-5
	Resend supplement	Capability of Interface Presence of Functionality	O&P-1-3-6
	Determine status of transaction response	Clarity of Information Timeliness of Response	O&P-1-3-7
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-3-8
Cancel an Order	Create cancel transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-1-4-1
	Send cancel	Capability of Interface Presence of Functionality	O&P-1-4-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-4-3
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-4-4
Receive Completion Notice (CN)	Receive CN transaction	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-5-1
Receive Jeopardy Notification	Receive Jeopardy Notification transaction	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-6-1

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Check Service Order Status	Check Service Order Status	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-1-7-1

2.0 O&P-2: TAG Functional Test

The TAG Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs via the TAG interface. This test cycle will be executed by submitting LSRs for UNEs against BellSouth test bed accounts and allowing the process to continue through the return of either an FOC or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and return an electronic CN. The following evaluation criteria (referenced as HP-O&P-2) will be used to address the sub-processes and functions evaluated in test O&P-2.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit an Order	Create order transaction(s)	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-2-1-1
	Send order in LSR format	Capability of Interface Presence of Functionality	O&P-2-1-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-1-3
	Receive FOC/error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-1-4
	Send Expedited Order Transaction	Capability of Interface Presence of Functionality	O&P-2-1-5
Submit an Error	Create error transaction(s)	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-2-2-1
	Send error in LSR format	Capability of Interface Presence of Functionality	O&P-2-2-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-2-3
	Receive planned error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-2-4
	Correct errors	Presence of Functionality	O&P-2-2-5
	Resend order	Capability of Interface Presence of Functionality	O&P-2-2-6

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-2-7
Supplement an Order	Create supplement transaction(s)	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-2-3-1
	Send supplement	Capability of Interface Presence of Functionality	O&P-2-3-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-3-3
	Receive error/reject notification	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-3-4
	Correct errors	Presence of Functionality	O&P-2-3-5
	Resend supplement	Capability of Interface Presence of Functionality	O&P-2-3-6
	Receive FOC	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-3-7
Cancel an Order	Create cancel transaction	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-2-4-1
	Send cancel	Capability of Interface Presence of Functionality	O&P-2-4-2
	Receive acknowledgment	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-4-3
Receive Completion Notice	Receive CN transaction	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-5-1
	Receive transaction response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-5-2
Receive Jeopardy Notification	Receive jeopardy notification transaction	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-6-1

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Check Service Order Status	Create Service Order Status request	Capability of Interface Presence of Functionality Accuracy of Document(s)	O&P-2-7-1
	Send transaction	Capability of Interface Presence of Functionality	O&P-2-7-2
	Receive response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	O&P-2-7-3

3.0 O&P-3: EDI/TAG Normal Volume Performance Test

The EDI/TAG Normal Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "normal" YE01 projected transaction load conditions simultaneously. This test cycle will be executed by TTGs capable of submitting large volumes of flow-through pre-ordering (TAG only) and resale and UNE service request test cases in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface. Patterns of time within the day and patterns of days within the month will be emulated.

The normal volume forecast will be developed across BellSouth's entire 9-state region (not simply Georgia) as described in Appendix C: Volume Analysis. The test will be executed during two 10-hour periods by modeling the expected normal daily usage pattern (e.g., the off-peak nighttime hour loads will be ignored for the Test). The majority of the transactions submitted in support of this test cycle are expected to flow through BellSouth's OSS electronically and return an error or a FOC. The following evaluation criteria (referenced as HP-O&P-3) will be used to address the sub-processes and functions evaluated in test O&P-3.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit Orders in Projected Normal Volumes	Create order transaction(s)	Availability of Interface Capability of Interface Completeness of Data Timeliness of Response	O&P-3-1-1
	Send order in LSR format	Availability of Interface Capability of Interface Completeness of Data	O&P-3-1-2
	Receive acknowledgment	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-3-1-3
	Receive FOC or error/reject notification	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-3-1-4
	Send transaction response	Capability of Interface Presence of Functionality	O&P-3-1-5

4.0 O&P-4: EDI/TAG Peak Volume Performance Test

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under "peak" YE01 projected transaction load conditions

simultaneously. This test cycle will execute selected flow-thru pre-ordering (TAG only) and resale and UNE service request test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the EDI/TAG Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria (referenced as HP-O&P-4) will be used to address the sub-processes and functions evaluated in test O&P-4.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit Orders in Projected Peak Volumes	Create order transaction(s)	Availability of Interface Capability of Interface Completeness of Data Timeliness of Response	O&P-4-1-1
	Send order in LSR format	Availability of Interface Capability of Interface Completeness of Data	O&P-4-1-2
	Receive acknowledgment	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-4-1-3
	Receive FOC or error/rejection notification	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-4-1-4
	Send transaction response	Capability of Interface Presence of Functionality	O&P-4-1-5

5.0 O&P-5: Provisioning Verification Test

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. In order to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination. The following evaluation criteria (referenced as HP-O&P-5) will be used to address the sub-processes and functions evaluated in test O&P-5.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
BellSouth provisioned service	Receive design documents	Completeness of Data Timeliness of Response Accuracy of Response	O&P-5-1-1
	Establish provisioning date and time	Process Validation	O&P-5-1-2
	Perform provisioning activities	Provisioning Validation	O&P-5-1-3
	Perform testing activities	Provisioning Validation	O&P-5-1-4
	Turn up service	Provisioning Validation	O&P-5-1-5

6.0 O&P-6: Order Processing Systems Scalability Evaluation

The Order Processing Systems Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the cluster of ordering applications. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future technology architecture. The following evaluation criteria (referenced as HP-O&P-6) will be used to address the sub-processes and functions evaluated in test O&P-6.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
EDI/TAG Scalability	Technical architecture modularity	Hardware/Software Scalability Systems Performance Monitoring	O&P-6-1-1
	Operations support resources work capacity	Resource Staffing Scalability Resource Performance Monitoring	O&P-6-1-2

7.0 O&P-7: O&P Performance Results Comparison

The O&P Performance Results Comparison is a comparative analysis of O&P performance results collected by the Test through test management tools and those collected by BellSouth's performance measurements system. The source results collected from O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance measurement systems, variances and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria (referenced as HP-O&P-7) will be used to address the sub-processes and functions evaluated in test O&P-7.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Percent Rejected Service Requests	Mechanized	BST - Order #4 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-1-1
Reject Interval	Mechanized	BST - Order #5 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-2-1
Firm Order Confirmation Timeliness	Mechanized	BST - Order #6 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-3-1
Percentage of Subsequent Reports	UNE Designed	BST - Provisioning #7 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-4-1
	UNE Non-Designed	BST - Provisioning #7 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-4-2

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Average Completion Interval	UNE Dispatch	BST - Provisioning #4 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-5-1
	UNE Non-Dispatch	BST - Provisioning #4 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-5-2
Order Completion Interval Distribution	UNE Dispatch	BST - Provisioning #4 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-6-1
	UNE Non-Dispatch	BST - Provisioning #4 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-6-2
Held Order Interval Distribution and Mean Interval	UNE Dispatch	BST - Provisioning #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-7-1
	UNE Non-Dispatch	BST - Provisioning #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-7-2
Average Jeopardy Notice Interval	UNE Dispatch	BST - Provisioning #2 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-8-1
	UNE Non-Dispatch	BST - Provisioning #2 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-8-2

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Percentage of Orders Given Jeopardy Notices	UNE Dispatch	BST - Provisioning #2 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-9-1
	UNE Non-Dispatch	BST - Provisioning #2 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-9-2
Percent Provisioning Troubles within 30 Days	UNE Dispatch	BST - Provisioning #7 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-10-1
	UNE Non-Dispatch	BST - Provisioning #7 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-10-2
Percent Service Order Accuracy	UNE Dispatch	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-11-1
	UNE Non-Dispatch	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-11-2
Average Completion Notice Interval	UNE Dispatch	BST - Provisioning #5 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-12-1
	UNE Non-Dispatch	BST - Provisioning #5 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	O&P-7-12-2

8.0 O&P-8: EDI Documentation Evaluation

The EDI Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the EDI interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-1: EDI Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation. The following evaluation criteria (referenced as HP-O&P-8) will be used to address the sub-processes and functions evaluated in test O&P-8.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
O&P Documentation	LEO Implementation Guides (Volumes 1-4)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-8-1-1
	PC-EDI Training Document	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-8-1-2
	Carrier Notifications off the BellSouth website	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-8-1-3
	Resale CLEC Activation Requirements	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-8-1-4
	Local Number Portability Ordering Guide	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-8-1-5

9.0 O&P-9: TAG Documentation Evaluation

The TAG Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the TAG interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-2: TAG Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation. The following evaluation criteria (referenced as HP-O&P-9) will be used to address the sub-processes and functions evaluated in test O&P-9.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
O&P Documentation	LEO Implementation Guides (Volumes 1-4)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-9-1-1
	TAG Technical and Programmer Reference Guide(s)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-9-1-2
	Carrier Notifications off the BellSouth website	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-9-1-3
	Resale CLEC Activation Requirements	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-9-1-4
	Local Number Portability Ordering Guide	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	O&P-9-1-5

VI. Billing Test Section

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. This test cycle will be executed by placing test calls on those UNE scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). HP or the test manager will place calls on provisioned lines to generate usage and invoice detail. The functional elements of UNE invoicing that will be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, the recording of account configuration changes, adjustments, and the accuracy of invoice line item details delivered by both the CABS/CRIS systems. HP will use process walk-throughs/interviews to ensure quality of internal processes. The following evaluation criteria (referenced as HP-BLG-1) will be used to address the sub-processes and functions evaluated in test BLG-1.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Adjustment	Enter adjustments	Presence of Functionality Accuracy of Response Completeness of Data	BLG-1-1-1
	Track adjustments	Presence of Functionality Accuracy of Response Completeness of Data	BLG-1-1-2
Maintain Bill Balance	Carry balance forward	Presence of Functionality Accuracy of Response Completeness of Data	BLG-1-2-1
Review Bills	Verify normal recurring charges	Presence of Functionality Accuracy of Response Completeness of Data	BLG-1-3-1
	Verify one-time charges	Presence of Functionality Accuracy of Response Completeness of Data	BLG-1-3-2
	Verify prorated recurring charges	Presence of Functionality Accuracy of Response Completeness of Data	BLG-1-3-3
	Verify usage charges	Presence of Functionality Accuracy of Response Completeness of Data	BLG-1-3-4
	Verify adjustments (debits and credits)	Presence of Functionality Accuracy of Response Completeness of Data	BLG-1-3-5
	Verify late charges	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-3-6

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Balance Cycle	Define balancing and reconciliation procedures	Process Validation Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-1
	Produce control reports	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-2
	Release cycle	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-3
Deliver Bill	Deliver bill media	Presence of Functionality Timeliness of Response	BLG-1-5-1
Maintain Bill history	Maintain billing information	Process Validation Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-6-1
	Access billing information	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-6-2
Request resend	Deliver bill media	Process Validation Presence of Functionality Accuracy of Document(s) Timeliness of Response	BLG-1-7-1

2.0 BLG-2: ODUF/ADUF Usage Functional Test

The Daily Usage File Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test cycle will be executed by HP placing test calls on those UNE port and port loop scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports that will be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types. The following evaluation criteria (referenced as HP-BLG-2) will be used to address the sub-processes and functions evaluated in test BLG-2.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Receipt of usage by BellSouth	Receive switch records at data center	Process Validation Capability of Interface Presence of Functionality	BLG-2-1-1
	Verify DUF data	Capability of Interface Presence of Functionality	BLG-2-1-2
Daily Usage Feed	Create usage feed	Process Validation Capability of Interface Presence of Functionality	BLG-2-2-1
	Define balancing and reconciliation procedures	Clarity of Information Accuracy of Document(s)	BLG-2-2-2
	Route usage	Capability of Interface Presence of Functionality	BLG-2-2-3
Deliver usage to CLECs	Send Connect:Direct®	Capability of Interface Presence of Functionality	BLG-2-3-1
	Acknowledge arrival	Presence of Functionality Timeliness of Response	BLG-2-3-2
Maintain usage history	Create usage backup	Process Validation Capability of Interface Presence of Functionality	BLG-2-4-1
	Request backup data	Capability of Interface Presence of Functionality	BLG-2-4-2
Status tracking and reporting	Track valid usage	Capability of Interface Presence of Functionality Completeness of Data Accuracy of response	BLG-2-5-1
	Account for no usage	Capability of Interface Presence of Functionality Completeness of Data Accuracy of response	BLG-2-5-2
	Account for missing usage (gaps)	Capability of Interface Presence of Functionality Accuracy of response	BLG-2-5-3

3.0 BLG-3: Billing Usage Returns Test – Out of Scope

4.0 BLG-4: CRIS/CABS Invoicing Scalability Test

The CRIS/CABS Invoicing Scalability Test is a review of the technical architecture and direct maintenance and support processes for the CRIS/CABS applications. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future CRIS/CABS technology architecture. The following evaluation criteria (referenced as HP-BLG-4) will be used to address the sub-processes and functions evaluated in test BLG-4.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
CRIS/CABS Scalability	Evaluate event collection	Process Validation	BLG-4-1-1
	Evaluate manual processes	Process Validation Scalability	BLG-4-1-2
	Evaluate systems	Hardware/Software Scalability	BLG-4-1-3
Manage Capacity Planning	Identify capacity planning procedures	Hardware/Software Scalability Resource Performance Monitoring	BLG-4-2-1
	Evaluate capacity planning procedures	Hardware/Software Scalability Resource Performance Monitoring	BLG-4-2-2
	Review staffing plans	Resource Staffing Scalability Resource Performance Monitoring	BLG-4-2-3

5.0 BLG-5: ODUF/ADUF Daily Usage Scalability Evaluation

The ODUF/ADUF Daily Usage Scalability Test is a review of the technical architecture and direct maintenance and support processes for the ODUF/ADUF reporting applications. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ODUF/ADUF reporting technology architecture. The following evaluation criteria (referenced as HP-BLG-5) will be used to address the sub-processes and functions evaluated in test BLG-5.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
ODUF/ADUF Reporting Scalability	Evaluate event collection	Process Validation	BLG-5-1-1
	Receive CRIS/CABS input	Capability of Interface Presence of Functionality	BLG-5-1-2
	Evaluate manual processes	Process Validation Scalability	BLG-5-1-3
	Evaluate systems	Hardware/Software Scalability	BLG-5-1-4
Manage capacity planning	Identify capacity planning procedures	Hardware/Software Scalability Resource Performance Monitoring	BLG-5-2-1
	Evaluate capacity planning procedures	Hardware/Software Scalability Resource Performance Monitoring	BLG-5-2-2
	Review staffing plans	Resource Staffing Scalability Resource Performance Monitoring	BLG-5-2-3

6.0 BLG-6: Billing Performance Results Comparison

The Billing Performance Results Comparison is a comparative analysis of billing performance results collected by the Test through test management tools and those collected by BellSouth's performance measurement system from BellSouth's OSS. The source results collected from BLG-1: CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to performance measures metrics, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS Test invoices
- BellSouth's performance measurements system data collected
- Test Call Log

The following evaluation criteria (referenced as HP-BLG-6) will be used to address the sub-processes and functions evaluated in test BLG-6.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Invoicing accuracy	Non-Designed UNE (billed through CRIS)	BST - Billing #1 Completeness of Data Clarity of Information	BLG-6-1-1
	Designed UNE (billed through CABS)	BST - Billing #1 Completeness of Data Clarity of Information	BLG-6-1-2
	Port Usage (billed through CABS)	BST - Billing #1 Completeness of Data Clarity of Information	BLG-6-1-3
Invoice timeliness	Non-Designed UNE (billed through CRIS)	BST - Billing #2 Timeliness of Response	BLG-6-2-1
	Designed UNE (billed through CABS)	BST - Billing #2 Timeliness of Response	BLG-6-2-2
	Port Usage (billed through CABS)	BST - Billing #2 Timeliness of Response	BLG-6-2-3
Usage data delivery timeliness	Port Usage	BST - Billing #4 Timeliness of Response	BLG-6-3-1
Usage data delivery completeness	Port Usage	BST - Billing #5 Completeness of Data	BLG-6-4-1
Usage data delivery accuracy	Port Usage	BST - Provisioning #3 Accuracy of Response Completeness of Data Clarity of Information	BLG-6-5-1

7.0 BLG-7: CRIS/CABS Invoicing Document Evaluation

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's invoicing systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather invoices, delivery of invoices and the overall format and contents of the invoices delivered. The following evaluation criteria (referenced as HP-BLG-7) will be used to address the sub-processes and functions evaluated in test BLG-7.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Billing Invoicing Documentation	All BellSouth invoicing standards and procedures documentation	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-1
	Resale Handbook (Billing Sections)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-2
	CLEC Training Guide (Billing Sections)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-3
	Invoicing Online Help	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-4
	Carrier Notification on BellSouth Website	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-7-1-5

8.0 BLG-8: ODUF/ADUF Documentation Evaluation

The ODUF/ADUF Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather usage records, delivery of usage records and the overall format and contents of the daily usage files delivered. The following evaluation criteria (referenced as HP-BLG-8) will be used to address the sub-processes and functions evaluated in test BLG-8.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Billing usage reporting documentation	All BellSouth usage reporting standards and procedures documentation	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-1
	Resale Handbook (Billing Sections)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-2
	CLEC Training Guide (Billing Sections)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-3
	Daily Usage File Online Help	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-4
	Carrier Notification on BellSouth Website	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-5

VII. Maintenance and Repair Test Section

1.0 M&R-1: TAFI Functional Test

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface in BellSouth's production environment. This test cycle will be executed by submitting trouble reports against two varieties of test bed accounts (both of which are addressed in Appendix B-5: M&R Scenarios):

- electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and
- test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions

TAFI functionality will be reviewed along with the documentation addressing its use. The functional elements of TN-based UNE trouble reporting and screening that will be specifically targeted by this Test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions. The following evaluation criteria (referenced as HP-M&R-1) will be used to address the sub-processes and functions evaluated in test M&R-1.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Introduce faults	Create faults where appropriate	Not applicable	M&R-1-1-1
Trouble reports	Create trouble report	Capability of Interface Presence of Functionality Accuracy of Document(s)	M&R-1-2-1
	Modify trouble report	Capability of Interface Presence of Functionality Accuracy of Document(s)	M&R-1-3-1
	Create repeat report	Presence of Functionality Capability of Interface Accuracy of Document(s)	M&R-1-3-2
	Create subsequent report	Presence of Functionality Capability of Interface Accuracy of Document(s)	M&R-1-3-3
	Retrieve LMOS recent status report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-3-4

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Access to test capability	Initiate port and loop-port test	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-4-1
	View port and loop-port test results	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-4-2
	Obtain customer line record	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-4-3
	Obtain predictor results	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-4-4
	View DLR (Display Line Record)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-4-5
	View SOCS pending order (open issue)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-4-6
	Close trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data Accuracy of Document(s)	M&R-1-4-7
	Cancel trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data Accuracy of Document(s)	M&R-1-4-8
Access error reports	Reset communications	Capability of Interface Presence of Functionality	M&R-1-5-1
	Host request errors	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-5-2

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<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Trouble history	Retrieve trouble history	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-6-1
Trouble status	View pending ticket status	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-1-7-1

2.0 M&R-2: ECTA Functional Test

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by submitting trouble reports against two varieties of test bed accounts (both of which are addressed in Appendix B-5: M&R Scenarios):

- electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and
- test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions

ECTA functionality will be reviewed along with of the documentation addressing its use. The functional elements of TN-based and circuit identified UNE trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system. The following evaluation criteria (referenced as HP-M&R-2) will be used to address the sub-processes and functions evaluated in test M&R-2.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Introduce faults	Create faults where appropriate	Not Applicable	M&R-2-1-1
Trouble reports	Create trouble report	Presence of Functionality Capability of Interface Accuracy of Document(s)	M&R-2-2-1
	Modify trouble report	Capability of Interface Presence of Functionality Accuracy of Document(s)	M&R-2-2-2
	Create repeat report	Presence of Functionality Capability of Interface Accuracy of Document(s)	M&R-2-2-3
	Create subsequent report	Presence of Functionality Capability of Interface Accuracy of Document(s)	M&R-2-2-4
	Retrieve LMOS recent status report: TN troubles (LMOS)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-2-2-5
	Retrieve WFA recent status report : ckt id (WFA)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-2-2-6

ICS CLEC

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Access to test capability	Initiate port and loop-port test	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-2-3-1
	View port and loop-port test results	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-2-3-2
	Close trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data Accuracy of Document(s)	M&R-2-3-3
	Cancel trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data Accuracy of Document(s)	M&R-2-3-4
Error reports	Receive error response	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-2-4-1
	Reset communications	Capability of Interface Presence of Functionality	M&R-2-4-2
	Host request errors	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-2-4-3
Trouble status	Retrieve pending ticket status	Accuracy of Response Clarity of Information Timeliness of Response Completeness of Data	M&R-2-5-1

3.0 M&R-3: ECTA Normal Volume Performance Test

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of flow-thru resale services and UNE trouble test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions. The following evaluation criteria (referenced as HP-M&R-3) will be used to address the sub-processes and functions evaluated in test M&R-3.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit trouble transactions in projected normal volumes	Create trouble report	Availability of Interface Capability of Interface	M&R-3-1-1
	Modify trouble report	Availability of Interface Capability of Interface	M&R-3-1-2
	Retrieve LMOS recent status report: TN troubles (LMOS)	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-3-1-3
	Retrieve WFA recent status report: CKT ID troubles (WFA)	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-3-1-4
	Receive error response	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-3-1-5
	Reset communications	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-3-1-6
	Host request errors	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-3-1-7

ICS CLEC

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Retrieve pending ticket status	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-3-1-8

4.0 M&R-4: ECTA Peak Volume Performance Test

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test (M&R-3) and will utilize a selected sample of flow-through resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria (referenced as HP-M&R-4) will be used to address the sub-processes and functions evaluated in test M&R-4.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit trouble transactions in projected normal volumes	Create trouble report	Availability of Interface Capability of Interface	M&R-4-1-1
	Modify trouble report	Availability of Interface Capability of Interface	M&R-4-1-2
	Retrieve LMOS recent status report: TN troubles (LMOS)	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-4-1-3
	Retrieve WFA recent status report: CKT ID troubles (WFA)	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-4-1-4

ICS CLEC

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Receive error response	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-4-1-5
	Reset communications	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-4-1-6
	Host request errors	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-4-1-7
	Retrieve pending ticket status	Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-4-1-8

5.0 M&R-5: TAFI Scalability Evaluation

The TAFI Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the TAFI application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future TAFI technology architecture. The following evaluation criteria (referenced as HP-M&R-5) will be used to address the sub-processes and functions evaluated in test M&R-5.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
TAFI Scalability	Evaluate technical architecture	Hardware/Software Scalability Systems Performance Monitoring	M&R-5-1-1
	Evaluate operations support resources	Resource Staffing Scalability Resource Performance Monitoring	M&R-5-1-2

6.0 M&R-6: ECTA Scalability Evaluation

The ECTA Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the ECTA application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ECTA technology architecture. The following evaluation criteria (referenced as HP-M&R-6) will be used to address the sub-processes and functions evaluated in test M&R-6.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
ECTA scalability	Evaluate technical architecture	Hardware/Software Scalability Systems Performance Monitoring	M&R-6-1-1
	Evaluate operations support resources	Resource Staffing Scalability Resource Performance Monitoring	M&R-6-1-2

7.0 M&R-7: M&R Performance Results Comparison

The M&R Performance Results Comparison is a comparative analysis of M&R performance results collected by the Test at the Build and those collected by BellSouth's performance measurements systems from BellSouth's OSS. The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test will be compared to BellSouth's performance measurements systems metrics, variances and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria (referenced as HP-M&R-7) will be used to address the sub-processes and functions evaluated in test M&R-7.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Missed repair appt	UNE Designed	BST - M&R #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-1-1
	UNE Non-Designed	BST - M&R #1 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-1-2
Percentage of subsequent reports	UNE Designed	BST - M&R #3 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-2-1
	UNE Non-Designed	BST - M&R #3 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-2-2
Maintenance average duration	UNE Designed	BST - M&R #3 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-3-1

ICS CLEC

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	UNE Non-Designed	BST - M&R #3 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-3-2
Out of service > 24 hours	UNE Designed	BST - M&R #3 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-4-1
	UNE Non-Designed	BST - M&R #3 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-4-2
Repeat troubles within 30 days	UNE Designed	BST - M&R #3 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-5-1
	UNE Non-Designed	BST - M&R #3 Availability of Interface Capability of Interface Accuracy of Response Completeness of Data Timeliness of Response	M&R-7-5-2

8.0 M&R-8: TAFI Documentation Evaluation

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for maintenance and repair activities. This evaluation is intended to review the quality, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This Test will receive as input from the M&R-1: TAFI Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation. The following evaluation criteria (referenced as HP-M&R-8) will be used to address the sub-processes and functions evaluated in test M&R-8.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
M&R Documentation	CLEC TAFI End-User Training and User Guide	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-1
	CLEC Training Guide (M&R Sections)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-2
	TAFI Online Help	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-3
	Carrier Notifications on BellSouth's website	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-4

9.0 M&R-9: ECTA Documentation Evaluation

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the quality, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This Test will receive as input from the M&R-2: ECTA Functional Test exceptions reports due to documentation which address whether system functionality matches that described in the business rules documentation. The following evaluation criteria (referenced as HP-M&R-9) will be used to address the sub-processes and functions evaluated in test M&R-9.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
M&R Documentation	CLEC ECTA End-User Demonstration and User Joint Interconnection Agreement (JIA)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-1
	CLEC Training Guide (M&R Sections)	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-2
	ECTA Online Help	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-3
	Carrier Notifications	Availability of Document(s) and Training Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-4

VIII. Forecasting and Change Management Test Section

1.0 FCM-1: Forecasting Process Review

The Forecasting Process Review will evaluate key aspects of BellSouth's ability to forecast future line/UNE growth for CLECs. The results of this Test will depend on checklists and inspections. The following evaluation criteria (referenced as HP-FCM-1) will be used to address the sub-processes and functions evaluated in test FCM-1.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Forecasting	Forecast development	Process Validation Accuracy of Document(s)	FCM-1-1-1
	Forecast publication and confirmation	Process Validation Structure of Document(s) Distribution of Document(s)	FCM-1-1-2

2.0 FCM-2: Change Management Practices Review

This Test evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective relationships between BellSouth and CLECs. The results of this Test will rely upon checklists and inspections. The following evaluation criteria (referenced as HP-FCM-2) will be used to address the sub-processes and functions evaluated in test FCM-2.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Change Management	Developing change proposals	Process Validation Structure of Document(s)	FCM-2-1-1
	Evaluating change proposals	Process Validation Change Management Notification Process	FCM-2-1-2
	Implementing change	Process Validation Change Management Notification Process	FCM-2-1-3
	Intervals	Process Validation Change Management Notification Process	FCM-2-1-4
	Documentation	Process Validation Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	FCM-2-1-5

ICS CLEC

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Tracking change proposals	Process Validation Change Management Notification Process	FCM-2-1-6

**Appendix D-2:
Service Quality Measurements
Regional Performance Reports
8/10/1999**

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* These reports are subject to change due to regulatory requirements or to correct errors and etc.

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PRE-ORDERING - OSS

Report/Measurement :	
Average OSS Response Time and Response Interval	
Definition:	
Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone Numbers (TNs), and Customer Service Records (CSRs).	
Exclusions:	
None	
Business Rules:	
The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy during the reporting period and dividing by the total number of legacy requests for that day X 100. The response interval starts when the client application (LENS or TAG for CLECs and RNS for BST) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of legacy accesses during the reporting period, which take less than 2.3 seconds and the number, which take more than 6 seconds are also captured.	
Level of Disaggregation:	
<ul style="list-style-type: none"> • RSAG - Address (Regional Street Address Guide- Address) - stores street address information used to validate customer addresses • RSAG - TN (Regional Street Address Guide- Telephone Number) - contains information about facilities available and telephone numbers working at a given address. • ATLAS (Application for Telephone Number Load Administration and Selection) - acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BST service reps to select and reserve telephone numbers. • COFFI (Central Office Feature File Interface) - stores information about product and service offerings and availability. • DSAP (DOE Support Application) - provides due date information. • HAL (Hands-Off Assignment Logic) - a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BST servers, including LENS, access to legacy systems. • P/SIMS (Product/Services Inventory Management System) - provides information on capacity, tariffs, inventory and service availability. • OASIS (Obtain Available Services Information Systems) - Information on feature and rate availability. 	
Calculation:	
$\Sigma[(\text{Date \& Time of Legacy Response}) - (\text{Date \& Time of Request to Legacy})] / (\text{Number of Legacy Requests During the Reporting Period}) \times 100$	
Report Structure:	
<ul style="list-style-type: none"> • Not CLEC Specific • Not product/service specific • Regional Level 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope 	<ul style="list-style-type: none"> • Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope
Retail Analog/Benchmark	
Retail Analog	

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LEGACY SYSTEM ACCESS TIMES FOR RNS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x
OASIS	OASISBSN	Feature/Service	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR LENS

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x

LEGACY SYSTEM ACCESS TIMES FOR TAG

System	Contract	Data	< 2.3 sec	> 6 sec	Avg. Sec	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x
ATLAS	ATLASTN	TN	x	x	x	x
DSAP	DSAPDDI	Schedule	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x
CRIS	CRSEINIT	CSR	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x

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PRE-ORDERING

Report/Measurement:	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is functionally available compared to scheduled availability. Availability percentages for CLEC interface systems and for all Legacy systems accessed by them are captured	
Exclusions:	
None	
Business Rules:	
This measurement captures the availability percentages for the BST systems, which are used by CLECs during Pre-Ordering functions. Comparison to BST results allow conclusions as to whether an equal opportunity exists for the CLEC to deliver a comparable customer experience.	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Regional Level 	
Calculation:	
$(\text{Functional Availability}) / (\text{Scheduled Availability}) \times 100$	
Report Structure:	
<ul style="list-style-type: none"> • Not CLEC Specific • Not product/service specific • Regional Level 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • Legacy contract type (per reporting dimension) • Regional Scope 	<ul style="list-style-type: none"> • Report Month • Legacy contract type (per reporting dimension) • Regional Scope
Retail Analog/Benchmark:	
Retail Analog	

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OSS Interface Availability

OSS Interface	% Availability
LENS	x
LEO Mainframe	x
LEO UNIX	x
LESOG	x
EDI	x
HAL	x
BOCRIS	x
ATLAS/COFFI	x
RSAG/DSAP	x
SOCS	x
TAG	x

ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Summary)
Definition:
The percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual intervention
Exclusions:
<ul style="list-style-type: none">• Fatal Rejects• Auto Clarification• Manual Fallout• CLEC System Fallout
Business Rules:
<p>The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.</p> <p>Definitions:</p> <p>Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.</p> <p>Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.</p> <p>Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout.</p> <ol style="list-style-type: none">1. Complex services*2. Expedites (requested by the CLEC)3. Special pricing plans4. Denials-restore and conversion, or disconnect and conversion orders5. Partial migrations6. Class of service invalid in certain states with some types of service7. New telephone number not yet posted to BOCRIS8. Low volume such as activity type "T" (move)9. Pending order review required10. More than 25 business lines11. Restore or suspend for UNE combos12. Transfer of calls option for the CLEC's end users13. CSR inaccuracies such as invalid or missing CSR data in CRIS <p>* Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.</p> <p>Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC</p>

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Regional Performance Reports

representative will correct the error.

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ORDERING - (Percent Flow Through Service Requests (Summary) - Continued)

Calculation:	
Percent Flow Through Service Requests = $\Sigma[(\text{Total number of valid service requests that flow-through to the BST OSS}) / (\text{Total number of valid service requests delivered to the BST OSS}) \times 100]$	
Description: Percent Flow Through = $(\text{The total number of LSRs that flow through LESOG to the BST OSS}) / ((\text{the number of LSRs passed from LEO to LESOG}) - \Sigma[(\text{the number of LSRs that fall out for manual processing}) + (\text{the number of LSRs that are returned to the CLEC for clarification}) + (\text{the number of LSRs that contain errors made by CLECs})] \times 100.$	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Aggregate <ul style="list-style-type: none"> ➢ Region • BST Aggregate <ul style="list-style-type: none"> ➢ Region 	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report month • Total number of LSRs received, by interface, by CLEC: <ul style="list-style-type: none"> ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC: <ul style="list-style-type: none"> ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC caused system fallout • Total number of errors by error code 	<ul style="list-style-type: none"> • Report month • Total number of errors by type: <ul style="list-style-type: none"> ➢ BST system error
Retail Analog/Benchmark:	
Retail Analog: BST Residence Flow Through	

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ORDERING

Report/Measurement:
Percent Flow Through Service Requests (Detail)
Definition:
A detailed list by CLEC of the percentage of Local Service Requests (LSR) submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth Telecommunications' (BST) Operations Support Systems (OSS) without manual or human intervention.
Exclusions:
<ul style="list-style-type: none"> • Fatal Rejects • Auto Clarification • Manual Fallout • CLEC System Fallout
Business Rules:
<p>The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier), or are not designed to flow through, i.e., Manual Fallout.</p> <p>Definitions:</p> <p>Fatal Rejects: Errors that prevent an LSR, submitted by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO will reject the LSR and the CLEC will receive a Fatal Reject.</p> <p>Auto-Clarification: errors that occur due to invalid data within the LSR. LESOG will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, the CLEC will receive an Auto-Clarification.</p> <p>Manual Fallout: errors that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:</p> <ol style="list-style-type: none"> 1. Complex services* 2. Expedites (requested by the CLEC) 3. Special pricing plans 4. Denials-restore and conversion, or disconnect and conversion orders 5. Partial migrations 6. Class of service invalid in certain states with some types of service 7. New telephone number not yet posted to BOCRIS 8. Low volume such as activity type "T" (move) 9. Pending order review required 10. More than 25 business lines 11. Restore or suspend for UNE combos 12. Transfer of calls option for the CLEC's end users 13. CSR inaccuracies such as invalid or missing CSR data in CRIS <p>*Attached is a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.</p> <p>Total System Fallout: Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to system functionality. If it is determined the error is caused by the CLEC, the</p>

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LSR will be sent back to the CLEC as clarification. If it is determined the error is BST caused, the LCSC representative will correct the error.

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ORDERING - (Percent Flow Through Service Requests (Detail) - Continued)

Calculation:	
Percent Flow Through Service Requests = (Total number of valid service requests that flow-through to the BST OSS) / (Total number of valid service requests delivered to the BST OSS) X 100	
Description:	
Percent Flow Through = The total number of LSRs that flow through LESOG to the BST OSS / (the number of LSRs passed from LEO to LESOG) - Σ[(the number of LSRs that fall out for manual processing + the number of LSRs that are returned to the CLEC for clarification + the number of LSRs that contain errors made by CLECs)] X 100.	
Report Structure:	
<ul style="list-style-type: none"> • Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following: <ul style="list-style-type: none"> ➢ CLEC (by alias designation) ➢ Number of fatal rejects ➢ Mechanized interface used ➢ Total mechanized LSRs ➢ Total manual fallout ➢ Number of auto clarifications returned to CLEC ➢ Number of validated LSRs ➢ Number of BST caused fallout ➢ Number of CLEC caused fallout ➢ Number of Service Orders Issued ➢ Base calculation ➢ CLEC error excluded calculation 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • CLEC Specific (by alias designation to protect CLEC specific proprietary data) <ul style="list-style-type: none"> ➢ Region 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report month • Total number of LSRs received, by interface, by CLEC <ul style="list-style-type: none"> ➢ TAG ➢ EDI ➢ LENS • Total number of errors by type, by CLEC <ul style="list-style-type: none"> ➢ Fatal rejects ➢ Total fallout for manual processing ➢ Auto clarification ➢ CLEC errors • Total number of errors by error code 	<ul style="list-style-type: none"> • Report month • Total number of errors by type: <ul style="list-style-type: none"> ➢ BST system error
Retail Analog/Benchmark:	
Retail Analog: BST Residence Flow Through	

Revision Date: 06/25/99 (tm)

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ORDERING

Report/Measurement:	
Flow Through Error Analysis	
Definition:	
An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through to SOCS.	
Exclusions:	
Each Error Analysis is error code specific; therefore exclusions are not applicable.	
Business Rules:	
The CLEC mechanized ordering process includes all LSRs, which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), and flow through to provisioning SOCS without manual intervention. These LSRs can be divided into two classes of service; Business and Residence, and two types of service; Resale and Unbundled Network Elements (UNE). This measurement captures the total number of errors by type. The CLEC mechanized ordering process does not include LSRs, which are, submitted manually (e.g., fax, and courier).	
Calculation:	
Σ Of errors by type.	
Report Structure:	
<ul style="list-style-type: none"> • Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following: <ul style="list-style-type: none"> ➢ Error Type (by error code) ➢ Count of each error type ➢ Percent of each error type ➢ Cumulative percent ➢ Error Description ➢ CLEC Caused Count of each error code ➢ Percent of aggregate by CLEC caused count ➢ Percent of CLEC by CLEC caused count ➢ BST Caused Count of each error code ➢ Percent of aggregate by BST caused count ➢ Percent of BST by BST caused count 	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report month • Total number of LSRs received • Total number of errors by type (by error code) <ul style="list-style-type: none"> ➢ CLEC caused error 	<ul style="list-style-type: none"> • Report month • Total number of errors by type (by error code) <ul style="list-style-type: none"> ➢ BST system error
Retail Analog/Benchmark:	
None	

Revision Date: 06/25/99 (tm)

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Attachment
BellSouth Flow-through Analysis
For CLECs LSRs placed via EDI or TAG

	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
1	Flat Rate/Residence	Yes	No	No	no	
2	Flat Rate/Business	Yes	No	No	no	
3	Pay Phone Provider	No	No	No	no	
4	Measured Rate/Res.	Yes	No	No	no	
5	Measured Rate/Bus.	Yes	No	No	no	
6	Area Plus	Yes	No	No	no	
7	Package/Complete Choice and area plus	Yes	No	No	no	
8	Optional Calling Plan	Yes	No	No	no	
9	Ga. Community Calling	Yes	No	No	no	
10	Call Waiting Deluxe	Yes	No	No	no	
11	Call Waiting	Yes	No	No	no	
12	Caller ID	Yes	No	No	no	
13	Speed Calling	Yes	No	No	no	
14	3 Way Calling	Yes	No	No	no	
15	Call Forwarding-Variable	Yes	No	No	no	
16	Remote Access to CF	Yes	No	No	no	
17	Enhanced Caller ID	Yes	No	No	no	
18	Memory Call	Yes	No	No	no	
19	Memory Call Ans. Svc.	Yes	No	No	no	
20	MTS	Yes	No	No	no	
21	RCF	Yes	No	No	no	
22	Ringmaster	Yes	No	No	no	
23	Call Tracing	Yes	No	No	no	
24	Call Block	Yes	No	No	no	
25	Repeat Dialing	Yes	No	No	no	
26	Call Selector	Yes	No	No	no	
27	Call Return	Yes	No	No	no	
28	Preferred Call Forward	Yes	No	No	no	
29	Touchtone	Yes	No	No	no	
30	Visual Director	Yes	No	No	no	
31	INP (all types?)	Yes	UNE	No	no	
32	Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	Yes-designed, no-non-designed	
33	2 wire analog port	Yes	UNE	No	no	
34	Local Number Portability (always?)	Yes	UNE	No	no	
35	Accupulse	No	Yes	Yes	yes	See note at bottom of matrix.
36	Basic Rate ISDN	No	Yes	Yes	yes	LSR electronically submitted; no flow through

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	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
37	DID	No*	Yes	Yes	Yes	* yes with OSS'99
38	Frame Relay	No	Yes	Yes	yes	
39	Megalink	No	Yes	Yes	yes	
40	Megalink-T1	No	Yes	Yes	yes	
41	Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	yes	
42	Pathlink Primary Rate ISDN	No	Yes	Yes	yes	
43	Synchronet	No	Yes	Yes	yes	LSR electronically submitted; no flow through
44	PBX Trunks	No	Yes	Yes	Yes	LSR electronically submitted; no flow through
45	LightGate	No	Yes	Yes	yes	
46	Smartpath	No	Yes	Yes	yes	
47	Hunting	No	Yes	no	no	LSR electronically submitted; no flow through
48	CENTREX	No	Yes	Yes	no	
49	FLEXSERV	No	Yes	Yes	yes	
50	Multiserv	No	Yes	Yes	yes	
51	Off-Prem Stations	No	Yes	Yes	yes	
52	SmartRING	No	Yes	Yes	yes	
53	FX	No	Yes	Yes	yes	
54	Tie Lines	No	Yes	Yes	Yes	
55	WATS	No	Yes	Yes	yes	
56	4 wire analog voice grade loop	No	UNE	Yes	yes-designed, no-non-designed	
57	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
58	2 wire ISDN digital loop	No	UNE	Yes	yes	
59	4 wire DS1 & PRI digital loop	No	UNE	Yes	yes	
60	ADSL	No*	UNE	Yes	yes	* yes as of OSS'99?
61	HDSL	No	UNE	Yes	yes	
62	2 wire analog DID trunk port	No	UNE	Yes	Yes	
63	2 wire ISDN digital line side port	No	UNE	Yes	yes	
64	4 wire ISDN DSI digital trunk ports	No	UNE	Yes	yes	
65	UNE Combinations	y-loop+port	UNE	Yes	yes	
66	Directory Listings	No*	UNE	Yes	no	* yes as of OSS'99

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(simple)						
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	BellSouth Service Offered to CLEC via resale or UNE	Flow-through if no BST or CLEC Errors (Yes/No)	Complex Service (Yes/No)	Complex Order (Yes/No)	Design Service (Yes/No)	Can ordering this service cause fall out for a reason other than errors or complex? If so, what reason?
67	Directory Listings (complex)	No*	UNE	yes	no	* yes as of OSS'99, captions and indentions
68	ESSX	No	Yes	Yes	no	

Note for last column: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, for denials - restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through), class of service invalid in certain states with some TOS - e.g. gov't, or cannot be changed when changing main TN on C activity, low volume - e.g. activity type T=move, pending order review required, more than 25 business lines, restore or suspend for UNE combos, transfer of calls option for CLEC end user - fixed with release 6.0, new TN not yet posted to BOCRIS. All but the last one are unique to the CLEC environment.

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ORDERING

Report/Measurement:	
Percent Rejected Service Requests	
Definition:	
Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.	
Exclusions:	
Service Requests canceled by the CLEC	
Business Rules:	
<p>Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, TAG, LEO, LESOG) and is returned to the CLEC. There are two types of "Rejects" in the Mechanized category:</p> <ul style="list-style-type: none"> • A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC before it is considered an LSR. Fatal Rejects are included in the calculation for regional reports only. • An Auto Clarification is a valid LSR, which is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy. <p>Partially Mechanized: A valid LSR, which is electronically submitted (via EDI or TAG), but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and (rejected) sent back to the CLEC.</p> <p>Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs.</p> <p>Non Mechanized: An LSR which is faxed or mailed to the LCSC for processing and is "clarified" (rejected) back to the CLEC by the BST service representative.</p>	
Calculation:	
Percent Rejected Service Requests = (Total Number of Rejected Service Requests) / (Total Number of Service Requests Received) X 100 during the month.	
<ul style="list-style-type: none"> • Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • State and Region • CLEC Specific • CLEC Aggregate 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ Resale Residence ➢ Resale Business ➢ Resale Specials ➢ UNE ➢ UNE Loop with NP ➢ Other ➢ Trunks 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Total number of LSRs • Total number of Rejects • Total Number of Errors • State and Region 	<ul style="list-style-type: none"> • Report Month • Total number of LSRs • Total number of Errors • Adjusted Error Volume • State and Region
Retail Analog/Benchmark	
Retail Analog	

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Revision date: 07/30/99 (lg)

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ORDERING

Report/Measurement:	
Reject Interval	
Definition:	
Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LEO edit checks to insure the data received is correctly formatted and complete.	
Exclusions:	
Service Requests canceled by CLEC	
Business Rules:	
<p>Fully Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until the LSR is rejected (date and time stamp of reject in LEO). Fatal Rejects and Auto Clarifications are considered in the Fully Mechanized category.</p> <p>Partially Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp in EDI, TAG) until it falls out for manual handling and is rejected back to the CLEC.</p> <p>Total Mechanized = Combination of Fully Mechanized and Partially Mechanized LSRs.</p> <p>Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp from FAX stamp) until notice of the reject is returned to the CLEC via LON.</p>	
Calculation:	
Reject Interval = $\Sigma[(\text{Date and Time of Service Request Rejection}) - (\text{Date and Time of Service Request Receipt})] / (\text{Number of Service Requests Rejected in Reporting Period})$	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized, Trunks 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ Interconnection Trunks ➢ Resale - Residence ➢ Resale - Business ➢ Resale - Design ➢ UNE Design ➢ UNE Non- Design ➢ UNE Loop with and w/o NP • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region and further geographic disaggregation as required by State Commission Order • Mechanized: 0-4 minutes, 4-8 minutes, 8-12 minutes, 12-60 minutes, 0-1 hour 1-8 hours, 8-24 hours, >24 hours. • Non-mechanized: 0-1 hour, 1-4 hours, 4-8 hours, 8-12 hours, 12-16 hours, 16-20 hours, 20-24 hours >24 hours • Average Interval in Days. 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Reject Interval • Total Number of LSRs • Total number of Errors • State and Region 	<ul style="list-style-type: none"> • Report Month • Reject Interval • Total number of LSRs • Total number of Errors • State and Region
Retail Analog/Benchmark:	
Retail Analog	

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Revision date: 06/28/99 (lg)

ORDERING

Report/Measurement:	
Firm Order Confirmation Timeliness	
Definition:	
Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a firm order confirmation.	
Exclusions:	
<ul style="list-style-type: none"> • Rejected LSRs • Partially Mechanized or Non-Mechanized LSRs received and/or FOCd outside of normal business hours. 	
Business Rules:	
<ul style="list-style-type: none"> • Mechanized - The elapsed time from receipt of a valid LSR (date and time stamp in LENS, EDI, TAG) until the LSR is processed and appropriate service orders are generated in SOCS. • Partially Mechanized - The elapsed time from receipt of an electronically submitted LSR which falls out for manual handling by the LCSC personnel until appropriate service orders are issued by a BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. • Total Mechanized = Combination of Fully Mechanized and Partially Mechanized LSRs • Non-Mechanized - The elapsed time from receipt of an LSR (fax receive date and time stamp) until appropriate service orders are issued by BST service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS. 	
Calculation:	
Firm Order Confirmation Timeliness = $\Sigma[(\text{Date and Time of Firm Order Confirmation}) - (\text{Date and Time of Service Request Receipt})] / (\text{Number of Service Requests Confirmed in Reporting Period})$	
Report Structure:	
<ul style="list-style-type: none"> • Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized • CLEC Specific • CLEC Aggregate 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ Interconnection Trunks ➢ Resale - Residence ➢ Resale - Business ➢ Resale - Design ➢ UNE Design ➢ UNE Non- Design ➢ UNE Loop with and w/o NP ➢ Trunks • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region and further geographic disaggregation (MSA) as required by State Commission Order • < 10 and > 10 Circuits/Lines 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Interval for FOC • Total number of LSRs • State and Region 	<ul style="list-style-type: none"> • Report Month • Interval for FOC • Total Number of LSRs • State and Region
Retail Analog/Benchmark:	
Retail Analog	

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ORDERING

Report/Measurement:	
Speed of Answer in Ordering Center	
Definition:	
Measures the average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the appropriate option is selected (i.e. 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BST service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until the a service representative in BSTs Local Carrier Service Center (LCSC) answers the CLEC call.	
Calculation:	
$(\text{Total time in seconds to reach the LCSC}) / (\text{Total Number of Calls})$ in the Reporting Period.	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Aggregate • BST Aggregate 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • CLEC Aggregate • BST Aggregate 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Mechanized tracking through LCSC Automatic Call Distributor 	<ul style="list-style-type: none"> • Mechanized tracking through BST Retail center support systems
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 06/28/99 (lg)

PROVISIONING

Report/Measurement:
Mean Held Order Interval & Distribution Intervals
Definition:
When delays occur in completing CLEC orders, the average period that CLEC orders are held for BST reasons, pending a delayed completion, should be no worse for the CLEC when compared to BST delayed orders.
Exclusions:
<ul style="list-style-type: none"> • Any order canceled by the CLEC will be excluded from this measurement. • Order Activities of BST associated with internal or administrative use of local services.
Business Rules:
<p>Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the committed due date and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval.</p> <p>CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.</p> <p>Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (orders counted in >90 days are also included in >15 days).</p>
Calculation:
<p>Mean Held Order Interval:</p> <ul style="list-style-type: none"> • $(\text{Reporting Period Close Date} - \text{Committed Order Due Date}) / (\text{Number of Orders Pending and Past The Committed Due Date})$ for all orders pending and past the committed due date. <p>Held Order Distribution Interval:</p> <ul style="list-style-type: none"> • $(\# \text{ of Orders Held for } > 90 \text{ days}) / (\text{Total } \# \text{ of Orders Pending But Not Completed}) \times 100$ • $(\# \text{ of Orders Held for } > 15 \text{ days}) / (\text{Total } \# \text{ of Orders Pending But Not Completed}) \times 100$
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
<ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS - Residence ➢ POTS - Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with INP (Design and Non-Design) ➢ UNE 2 Wire Loop without INP (Design and Non-Design) ➢ UNE Loop Other with INP (Design and Non-Design) ➢ UNE Loop Other without INP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks

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- Geographic Scope
 - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

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PROVISIONING – (Mean Held Order Interval & Distribution Intervals – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type(CLASS_SVC_DESC) • Hold Reason • Total line/circuit count (under development) • Geographic Scope 	<ul style="list-style-type: none"> • Report Month • BST Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Geographic Scope
<p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	
<p>Retail Analog/Benchmark: CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks –BST UNEs-Retail Analog (under development at this time)</p>	

Revision date: 06/24/99 (taf)

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PROVISIONING

Report/Measurement:	
Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice	
Definition:	
When BST can determine in advance that a committed due date is in jeopardy, it will provide advance notice to the CLEC.	
Exclusions:	
<ul style="list-style-type: none"> • Any order canceled by the CLEC will be excluded from this measurement • Orders held for CLEC end user reasons • Orders submitted to BST through non-mechanized methods 	
Business Rules:	
When BST can determine in advance that a committed due date is in jeopardy it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period.	
Calculation:	
<p>Average Jeopardy Interval = $\frac{[(\text{Date and Time of Scheduled Due Date on Service Order}) - (\text{Date and Time of Jeopardy Notice})]}{[\text{Number of Orders Notified of Jeopardy in Reporting Period}]}$.</p> <p>Percent of Orders Given Jeopardy Notice = $\frac{[\text{Number of Orders Given Jeopardy Notices in Reporting Period}]}{[\text{Number of Orders Committed (due) in Reporting Period}]}$</p>	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Specific and CLEC Aggregate • BST Aggregate (under development with estimated release date of 8/15/99 for June reporting) 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS - Residence ➢ POTS - Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with INP (Design and Non-Design) ➢ UNE 2 Wire Loop without INP (Design and Non-Design) ➢ UNE Loop Other with INP (Design and Non-Design) ➢ UNE Loop Other without INP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order 	
Data Retained Relating to CLEC Experience <ul style="list-style-type: none"> • Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice sent • Committed Due Date • Service Type 	Data Retained Relating to BST Experience <ul style="list-style-type: none"> • Under development (8/99)
<p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	
Retail Analog/Benchmark:	

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Under Development (8/99)

Revision date: 06/24/99 (taf)

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Service Quality Measurements
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PROVISIONING

Report/Measurement:
Percent Missed Installation Appointments
Definition:
"Percent missed installation appointments" monitors the reliability of BST commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BST.
Exclusions:
<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • Disconnect (D) & From (F) orders
Business Rules:
Percent Missed Installation Appointments (MA) is the percentage of total orders processed for which BST is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported separately. A business day is any time period within the same date frame, which means there cannot be a cutoff time for commitments as certain types of orders are, requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.
Calculation:
Percent Missed Installation Appointments = • (Number of Orders Not Complete by Committed Due Date in Reporting Period) / (Number of Orders Completed in Reporting Period) X 100
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate
Report explanation: The difference between End User MA and Total MA is the result of BST caused misses. Here, Total MA is the total % of orders missed either by BST or CLEC end user and End User MA represents the percentage of orders missed by the end user
Level of Disaggregation:

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- Reported in categories of <10 line/circuits; > 10 line/circuits
- Dispatch / No Dispatch
- Product Reporting Levels
 - POTS - Residence
 - POTS - Business
 - DESIGN
 - PBX
 - CENTREX
 - ISDN
 - UNE 2 Wire Loop with INP (Design and Non-Design)
 - UNE 2 Wire Loop without INP (Design and Non-Design)
 - UNE Loop Other with INP (Design and Non-Design)
 - UNE Loop Other without INP (Design and Non-Design)
 - UNE Other (Design and Non-Design)
 - Switching (Under development)
 - Local Transport (Under development)
 - Combos (Under development)
 - NP (Under development as separate category)
 - Local Interconnection Trunks
- Geographic Scope
 - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

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Service Quality Measurements
Regional Performance Reports

PROVISIONING (Percent Missed Installation Appointments – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope <p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	<ul style="list-style-type: none"> • Report Month • BST Order Number • Committed Due Date • Completion Date • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
<p>Retail Analog/Benchmark:</p> <p>CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks -BST UNES-Retail Analog (under development at this time)</p>	

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement :
Average Completion Interval (OCI) & Order Completion Interval Distribution
Definition:
The "average completion interval" measure monitors the interval of time it takes BST to provide service for the CLEC or its' own customers. The "Order Completion Interval Distribution" provides the percentage of orders completed within certain time periods.
Exclusions:
<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services • (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Business Rules:
The actual completion interval is determined for each order processed during the reporting period. The Completion interval is the elapsed time from when BST issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BST's actual order completion date. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation :
Average Completion Interval: <ul style="list-style-type: none"> • $[(\text{Completion Date \& Time}) - (\text{Order Issue Date \& Time})] / \Sigma (\text{Count of Orders Completed in Reporting Period})$ Order Completion Interval Distribution: $\Sigma (\text{Service Orders Completed in "X" days}) / (\text{Total Service Orders Completed in Reporting Period}) \times 100$
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
<ul style="list-style-type: none"> • Dispatch/No Dispatch categories applicable to all levels except trunks. • Residence & Business reported in day intervals = 0,1,2,3,4, 5, 5+ • UNE and Design reported in day intervals = 0-5, 6-10, 11-15, 16-20, 21-25, 26-30, 30+ • All Levels are reported <10 line/circuits; >10 line/circuits • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS - Residence ➢ POTS - Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with INP (Design and Non-Design) ➢ UNE 2 Wire Loop without INP (Design and Non-Design) ➢ UNE Loop Other with INP (Design and Non-Design) ➢ UNE Loop Other without INP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks

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- Geographic Scope
 - State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

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PROVISIONING -
(Average Completion Interval (OCI) & Order Completion Interval Distribution - Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope <p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	<ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope
Retail Analog/Benchmark	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Non-UNE Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks-BST UNEs-Retail Analog (under development at this time)	

Revision date: 06/24/99 (taf)

PROVISIONING

Report/Measurement:
Average Completion Notice Interval
Definition:
The Completion Notice Interval is the elapsed time between the BST reported completion of work and the issuance of a valid completion notice to the CLEC.
Exclusions:
<ul style="list-style-type: none"> • Non-mechanized Orders • Cancelled Service Orders • Order Activities of BST associated with internal or administrative use of local services • D & F orders
Business Rules:
Measurement of interval of completion date and time by a field technician on dispatched orders, and 5PM on the due date for non-dispatched orders; to the release of a notice to the CLEC/BST of the completion status. The field technician notifies the CLEC the work was complete and then he enters the completion information in his computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order submitted and as the notice is sent electronically, it can only be switched to those orders that were submitted by the CLEC electronically.
Calculation:
Σ (Date and Time of Notice of Completion) - (Date and Time of Work Completion) / (Number of Orders Completed in Reporting Period)
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate (in development-expected release date 08/15/99 reporting)
Level of Disaggregation:
<ul style="list-style-type: none"> • Reporting intervals in Hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, > 24, plus Overall Average Hour Interval • Reported in categories of <10 line/circuits; > 10 line/circuits • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS - Residence ➢ POTS - Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with INP (Design and Non-Design) ➢ UNE 2 Wire Loop without INP (Design and Non-Design) ➢ UNE Loop Other with INP (Design and Non-Design) ➢ UNE Loop Other without INP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

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PROVISIONING - (Average Completion Notice Interval- Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<p>Report Month</p> <ul style="list-style-type: none"> • CLEC Order Number • Work Completion Date • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Activity Type • Geographic Scope <p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	<ul style="list-style-type: none"> • BST Analog expected release 8/15/99 reports
<p>Retail Analog/Benchmark:</p>	
<p>Under Development at this time 8/15/99</p>	

Revision date: 06/24/99 (taf)

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Service Quality Measurements
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PROVISIONING

Report/Measurement:	
Coordinated Customer Conversions	
Definition:	
This category measures the average time it takes BST to disconnect an unbundled loop from the BST switch and cross connect it to a CLEC's equipment. This measurement applies to service orders with and without INP, and where the CLEC has requested BST to provide a coordinated cutover.	
Exclusions:	
<ul style="list-style-type: none"> • Any order canceled by the CLEC will be excluded from this measurement. • Delays due to CLEC following disconnection of the unbundled loop • Unbundled Loops where there is no existing subscriber loop 	
Business Rules:	
Where the service order includes INP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line. The interval is calculated for the entire cutover time for the service order and then divided by items worked in that time to give the average per item interval for each service order.	
Calculation:	
• $[(\text{Completion Date and Time for Cross Connection of an Unbundled Loop}) - (\text{Disconnection Date and Time of an Unbundled Loop})] / \text{Total Number of Unbundled Loop Items for the reporting period.}$	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Reported in intervals <=5 minutes; >5,<15 minutes; >15 minutes, plus Overall Average interval • Product Reporting Levels <ul style="list-style-type: none"> > UNE Loops without INP > UNE Loops with INP • Geographic Scope <ul style="list-style-type: none"> > State, Region, and further geographic disaggregation as required by State Commission Order 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cutover Start Time • Cutover Completion time • Portability start and completion times (INP Orders) • Total Items 	<ul style="list-style-type: none"> • No BST Analog Exists
NOTE: Code in parentheses is the corresponding header found in the raw data file.	
Retail Analog/Benchmark:	
There is no retail analog for this measurement because it measures cutting loops to the CLEC. Benchmark under development.	

Revision date: 06/24/99 (taf)

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Service Quality Measurements
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PROVISIONING

Report/Measurement:
% Provisioning Troubles within 30 days of Service Order Activity
Definition:
Percent Provisioning Troubles within 30 days of Installation measures the quality and accuracy of installation activities.
Exclusions:
<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (R Orders, Test Orders, etc.) • D & F orders
Business Rules:
<p>Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion for a trouble report.</p> <p>D & F orders are excluded as there is no subsequent activity following a disconnect.</p>
Calculation:
$\% \text{ Provisioning Troubles within 30 days of Service Order Activity} = \frac{\text{Trouble reports on all completed orders} \cdot 30 \text{ days following service order(s) completion}}{\text{All Service Orders in a completed in the report calendar month}} \times 100$
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
<ul style="list-style-type: none"> • Reported in categories of <10 line/circuits; > 10 line/circuits • Dispatch / No Dispatch • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS - Residence ➢ POTS - Business ➢ DESIGN ➢ PBX ➢ CENTREX ➢ ISDN ➢ UNE 2 Wire Loop with INP (Design and Non-Design) ➢ UNE 2 Wire Loop without INP (Design and Non-Design) ➢ UNE Loop Other with INP (Design and Non-Design) ➢ UNE Loop Other without INP (Design and Non-Design) ➢ UNE Other (Design and Non-Design) ➢ Switching (Under development) ➢ Local Transport (Under development) ➢ Combos (Under development) ➢ NP (Under development as separate category) ➢ Local Interconnection Trunks • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region, and further geographic disaggregation (MSA) as required by State Commission Order

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Service Quality Measurements
Regional Performance Reports

PROVISIONING – (% Provisioning Troubles within 30 days of Service Order Activity – Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • CLEC Order Number and PON • Order Submission Date(TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope <p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	<ul style="list-style-type: none"> • Report Month • BST Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope
Retail Analog/Benchmark:	
CLEC Residence Resale / BST Residence Retail CLEC Business Resale / BST Business Retail CLEC Design / BST Design CLEC PBX, CENTREX, ISDN/ BST PBX, CENTREX, ISDN Interconnection Trunks-CLEC / Interconnection Trunks -BST UNEs-Retail Analog (Under Development at this time)	

Revision date: 06/24/99 (taf)

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PROVISIONING

Report/Measurement :
Total Service Order Cycle Time (TSOCT) (under development 3Q99)
Definition:
This is a new measurement under development to measure the total service order cycle time from receipt of a valid service order request to the completion of the service order.
Exclusions:
<ul style="list-style-type: none"> • Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) • D (Disconnect) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address). • "L" Appointment coded orders (where the customer has requested a later than offered interval)
Business Rules:
The interval is determined for each order processed during the reporting period. This measurement combines two reports: FOC (Firm Order Confirmation) with Average Order Completion Interval. This interval starts with the receipt of a valid service order request and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed
Calculation :
Total Service Order Cycle Time (under development)
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
<ul style="list-style-type: none"> • ISDN Orders included in Non Design - GA Only • Dispatch/No Dispatch categories applicable to all levels except trunks. • Intervals under development • Product Reporting Levels <ul style="list-style-type: none"> ➤ Interconnection Trunks ➤ POTS - Residence ➤ POTS - Business ➤ DESIGN ➤ PBX ➤ CENTREX ➤ ISDN ➤ UNE 2 Wire Loop with INP (Design and Non-Design) ➤ UNE 2 Wire Loop without INP (Design and Non-Design) ➤ UNE Loop Other with INP (Design and Non-Design) ➤ UNE Loop Other without INP (Design and Non-Design) ➤ UNE Other (Design and Non-Design) ➤ Switching (Under development) ➤ Local Transport (Under development) ➤ Combos (Under development) ➤ NP (Under development as separate category) ➤ Local Interconnection Trunks • Geographic Scope

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➤ State, Region and further geographic disaggregation as required by State Commission Order

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PROVISIONING - (Total Service Order Cycle Time (TSOCT) - Continued

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • Interval for FOC • CLEC Company Name • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope <p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	<ul style="list-style-type: none"> • Report Month • CLEC Order Number • Order Submission Date & Time • Order Completion Date & Time • -Service Type • Geographic Scope
Retail Analog/Benchmark	
Under development (BST retail analog available at this time would be Average Completion Interval)	

Revision date: 06/24/99 (taf)

MAINTENANCE & REPAIR

Report/Measurement:
Missed Repair Appointments
Definition:
The percent of trouble reports not cleared by the committed date and time.
Exclusions:
<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request. • BST trouble reports associated with internal or administrative service. • Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.
Business Rules:
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BST personnel clear the trouble and closes the trouble report in his Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BST and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BST reasons. Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours.
Calculation:
Percentage of Missed Repair Appointments = $\frac{\Sigma (\text{Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time})}{\Sigma (\text{Total Trouble reports closed in Reporting Period})} \times 100$
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
<p>ISDN Troubles included in Non-Design - GA ONLY</p> <ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS - Residence, Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non - Design) ➢ UNE Loop Other (Design and Non Design) ➢ UNE Other (Design and Non - Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

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 Service Quality Measurements
 Regional Performance Reports

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope 	<ul style="list-style-type: none"> • Report Month • BST Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
<p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	

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Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR - (Missed Repair Appointments - Continued)

Retail Analog/Benchmark

CLEC Residence-Resale / BST Residence-Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex, and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

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MAINTENANCE & REPAIR

Report/Measurement:	
Customer Trouble Report Rate	
Definition:	
Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/circuits in service.	
Exclusions:	
<ul style="list-style-type: none"> • Trouble tickets canceled at the CLEC request. • BST trouble reports associated with administrative service. • Customer provided Equipment (CPE) troubles or CLEC equipment troubles. 	
Business Rules:	
Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.	
Calculation:	
Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate. 	
Level of Disaggregation:	
<p>ISDN Troubles included in Non Design - GA Only</p> <ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS Residence and Business ➢ Design ➢ PBX, CENTREX, and ISDN ➢ UNE 2 Wire Loop (Design and Non - Design) ➢ UNE Loop Other (Design and Non - Design) ➢ UNE Other (Design and Non - Design) ➢ Switching , Local Transport, and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA) 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMLPTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope 	<ul style="list-style-type: none"> • Report Month • BST Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope
NOTE: Code in parentheses is the corresponding header found in the raw data file.	

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MAINTENANCE & REPAIR - (Customer Trouble Report Rate - Continued)

Retail Analog/Benchmark:
CLEC Residence-Resale / BST Residence -Retail
CLEC Business-Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale/ BST PBX, Centrex, and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

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MAINTENANCE & REPAIR

Report/Measurement:
Maintenance Average Duration
Definition:
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.
Exclusions:
<ul style="list-style-type: none"> • Trouble reports canceled at the CLEC request • BST trouble reports associated with administrative service • Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles. • Trouble reports greater than 10 days
Business Rules:
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).
Calculation:
Maintenance Average Duration = $\Sigma(\text{Date and Time of Service Restoration}) - (\text{Date and Time Trouble Ticket was Opened}) / \Sigma(\text{Total Closed Troubles in the reporting period})$
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • BST Aggregate • CLEC Aggregate
Level of Disaggregation:
<p>ISDN Troubles included in Non Design - GA Only</p> <ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS- Residence and Business ➢ Design ➢ PBX, CENTREX, and ISDN ➢ UNE 2 Wire Loop (Design Non - Design) ➢ UNE Loop Other (Design Non - Design) ➢ UNE Other (Design Non - Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

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Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR - (Maintenance Average Duration - Continued)

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TIME_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope <p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	<ul style="list-style-type: none"> • Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket submission Time • Ticket completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non - Design / Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope
<p>Retail Analog/Benchmark:</p> <p>CLEC Residence-Resale / BST Residence-Resale CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale /BST Trunking-Retail UNEs - Retail Analog (under development at this time)</p>	

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:
Percent Repeat Troubles within 30 Days
Definition:
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.
Exclusions:
<ul style="list-style-type: none"> • Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.
Business Rules:
Includes Customer trouble reports received within 30 days of an original Customer trouble report.
Calculation:
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / (Total Trouble Reports Closed in Reporting Period) X 100
Report Structure:
<ul style="list-style-type: none"> • CLEC Specific • CLEC Aggregate • BST Aggregate
Level of Disaggregation:
<p>ISDN Troubles included in Non Design - GA Only</p> <ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS Residence and Business ➢ Design ➢ PBX, CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non - Design) ➢ UNE Loop Other (Design and Non - Design) ➢ UNE Other (Design Non - Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)

BellSouth
Service Quality Measurements
Regional Performance Reports

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope <p>NOTE: Code parentheses is the corresponding header format found in the raw data file.</p>	<ul style="list-style-type: none"> • Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non - Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR - (Percent Repeat Troubles within 30 Days - Continued)

Retail Analog/Benchmark:

CLEC Residence-Resale / BST Residence-Retail
CLEC Business- Resale / BST Business-Retail
CLEC Design-Resale / BST Design-Retail
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
CLEC Trunking-Resale / BST Trunking-Retail
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MANTENANCE & REPAIR

Report/Measurement:	
Out of Service (OOS) > 24 Hours	
Definition:	
For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of troubles cleared in excess of 24 hours. (All design services are considered to be out of service.)	
Exclusions:	
<ul style="list-style-type: none"> • Trouble Reports canceled at the CLEC request • BST Trouble Reports associated with administrative service • Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles. 	
Business Rules:	
Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS and the trouble is counted if the time exceeds 24 hours.	
Calculation:	
Out of Service (OOS) > 24 hours = (Total Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Specific • BST Aggregate • CLEC Aggregate. 	
Level of Disaggregation:	
<p>ISDN Troubles included in Non Design - GA Only</p> <ul style="list-style-type: none"> • Product Reporting Levels <ul style="list-style-type: none"> ➢ POTS Residence and Business ➢ Design ➢ PBX and CENTREX and ISDN ➢ UNE 2 Wire Loop (Design and Non - Design) ➢ UNE Loop Other (Design and Non - Design) ➢ UNE Other (Design and Non - Design) ➢ Switching, Local Transport and Combos (under development) ➢ Local Interconnection Trunks • Dispatch/No Dispatch categories applicable to all product levels • Geographic Scope <ul style="list-style-type: none"> ➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA) 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Percentage of Customer Troubles out of Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope 	<ul style="list-style-type: none"> • Report Month • Total Tickets • BST Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non - Design/ Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope
<p>NOTE: Code in parentheses is the corresponding header found in the raw data file.</p>	

BellSouth
Service Quality Measurements
Regional Performance Reports

BellSouth
Service Quality Measurements
Regional Performance Reports

MANTENANCE & REPAIR - (Out of Service (OOS) > 24 Hours - Continued)

Retail Analog/Benchmark:

- CLEC Residence-Resale / BST Residence- Retail
- CLEC Business- Resale / BST Business-Retail
- CLEC Design-Resale / BST Design-Retail
- CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail
- CLEC Trunking-Resale /BST Trunking- Retail
- UNEs Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

MAINTENANCE & REPAIR

Report/Measurement:	
OSS Interface Availability	
Definition:	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
Exclusions:	
None	
Business Rules:	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.	
Calculation:	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Aggregate • BST Aggregate • BST/CLEC 	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Availability of CLEC TAFI • Availability of LMOS HOST, MARCH and SOCS • CRIS, PREDICTOR, LNP, and OSPCM (under development at this time) 	<ul style="list-style-type: none"> • Availability of BST TAFI • Availability of LMOS HOST, MARCH and SOCS
Retail Analog/Benchmark:	
Parity by design; Retail Analog	

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:	
OSS Response Interval and Percentages	
Definition:	
The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.	
Exclusions:	
Queries received during scheduled system maintenance time.	
Business Rules:	
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.	
Calculation:	
OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, ≥ 4 to 10, ≥ 10 , ≥ 30 seconds.	
Report Structure:	
<ul style="list-style-type: none"> • CLEC • BST Residence • BST Business (BST Total is under development at this time) by interface for each legacy system and function as appropriate. 	
Level of Disaggregation:	
Region	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • CLEC Transaction Intervals 	<ul style="list-style-type: none"> • BST Business and Residence transaction Intervals
Retail Analog/Benchmark:	
Retail Analog Audit Verification	

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

MAINTENANCE & REPAIR

Report/Measurement:	
Average Answer Time – Repair Centers	
Definition:	
This measure demonstrates an average response time for the CLEC representative to contact a BST representative. The average time a CLEC Rep is in queue waiting for the LCSC or UNE Center Rep to answer.	
Exclusions:	
None	
Business Rules:	
This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.	
Level of Disaggregation:	
Region. CLEC/BST Service Centers and BST Repair Centers are regional.	
Calculation:	
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) - (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Aggregate • BST/CLEC Aggregate 	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • CLEC Average Answer Time 	<ul style="list-style-type: none"> • BST Average Answer Time
Retail Analog/Benchmark:	
Retail Analog Audit Verification	

Revision date: 06/09/99 (see)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Invoice Accuracy	
Definition:	
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.	
Exclusions:	
<ul style="list-style-type: none"> • Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer) 	
Business Rules:	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
Calculation:	
Invoice Accuracy = (Total Billed Revenues during current month) - (Billing Related Adjustments during current month) / Total Billed Revenues during current month X 100	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation :	
<ul style="list-style-type: none"> • Product / Invoice Type <ul style="list-style-type: none"> ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope <ul style="list-style-type: none"> ➢ Region 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Invoice Type • Total Billed Revenue • Billing Related Adjustments 	<ul style="list-style-type: none"> • Report Month • Retail Type <ul style="list-style-type: none"> ➢ CRIS ➢ CABS • Total Billed Revenue • Billing Related Adjustments
Retail Analog/Benchmark	
Retail Analog	

Revision date: 08/02/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Mean Time to Deliver Invoices	
Definition:	
This measure provides the mean interval for billing invoices	
Exclusions:	
Any invoices rejected due to formatting or content errors.	
Business Rules:	
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	
Calculation:	
$\text{Mean Time To Deliver Invoices} = \frac{\sum [(\text{Invoice Transmission Date}) - (\text{Close Date of Scheduled Bill Cycle})]}{(\text{Count of Invoices Transmitted in Reporting Period})}$	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Product / Invoice Type <ul style="list-style-type: none"> ➢ Resale ➢ UNE ➢ Interconnection • Geographic Scope <ul style="list-style-type: none"> ➢ Region 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Invoice Type • Invoice Transmission Count • Date of Scheduled Bill Close 	<ul style="list-style-type: none"> • Report Month • Retail Type <ul style="list-style-type: none"> ➢ CRIS ➢ CABS • Invoice Transmission Count • Date of Scheduled Bill Close
Retail Analog/Benchmark:	
CRIS-based invoices will be released for delivery within six (6) business days CABS-based invoices will be released for delivery within eight (8) calendar days.	

Revision date: 07/30/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Usage Data Delivery Accuracy	
Definition:	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
Exclusions:	
None	
Business Rules:	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
Calculations:	
Usage Data Delivery Accuracy = $\Sigma [(Total\ number\ of\ usage\ data\ packs\ sent\ during\ current\ month) - (Total\ number\ of\ usage\ data\ packs\ requiring\ retransmission\ during\ current\ month)] / (Total\ number\ of\ usage\ data\ packs\ sent\ during\ current\ month) \times 100$	
Report Structure:	
CLEC Specific, CLEC Aggregate and BST Aggregate	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Geographic Scope <ul style="list-style-type: none"> ➢ Region 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Record Type <ul style="list-style-type: none"> ➢ BellSouth Recorded ➢ Non BellSouth Recorded 	<ul style="list-style-type: none"> • Report Month • Record Type
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 08/0/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Usage Data Delivery Completeness	
Definition:	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Completeness = $\frac{\Sigma(\text{Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date})}{\Sigma(\text{Total number of Recorded usage records delivered during the current month})} \times 100$	
Report Structure	
CLEC Specific, CLEC Aggregate, BST Aggregate	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Geographic Scope <ul style="list-style-type: none"> ➢ Region 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Record Type <ul style="list-style-type: none"> ➢ BellSouth Recorded ➢ Non BellSouth Recorded 	<ul style="list-style-type: none"> • Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 08/02/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Usage Data Delivery Timeliness	
Definition:	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
Calculation:	
Usage Data Delivery Timeliness = Σ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / Σ (Total number of usage records sent) X 100	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • BST Aggregate 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Geographic Scope <ul style="list-style-type: none"> > Region 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Record Type <ul style="list-style-type: none"> > BellSouth Recorded > Non-BellSouth Recorded 	<ul style="list-style-type: none"> • Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 08/02/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

BILLING

Report/Measurement:	
Mean Time to Deliver Usage	
Definition:	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
Exclusions:	
None	
Business Rules:	
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
Calculation:	
Mean Time to Deliver Usage = Σ (Record volume X estimated number of days to deliver the Usage Record) / total record volume	
Report Structure:	
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • BST Aggregate 	
Level of Disaggregation:	
<ul style="list-style-type: none"> • Geographic Scope <ul style="list-style-type: none"> > Region 	
Data Retained Relating to CLEC Experience:	Data Retained Relating to BST Performance:
<ul style="list-style-type: none"> • Report Month • Record Type <ul style="list-style-type: none"> > BellSouth Recorded > Non-BellSouth Recorded 	<ul style="list-style-type: none"> • Report Monthly • Record Type
Retail Analog/Benchmark:	
Retail Analog	

Revision date: 07/30/99 (lg)

BellSouth
Service Quality Measurements
Regional Performance Reports

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer – Toll
Definition:
Measurement of the average time in seconds calls wait before answered by a toll operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs
<ul style="list-style-type: none"> • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
<ul style="list-style-type: none"> • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

BellSouth
Service Quality Measurements
Regional Performance Reports

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds - Toll
Definition:
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs
<ul style="list-style-type: none"> • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
<ul style="list-style-type: none"> • Month • Call Type (Toll) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

BellSouth
Service Quality Measurements
Regional Performance Reports

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Average Speed to Answer - Directory Assistance (DA)
Definition:
Measurement of the average time in seconds calls wait before answer by a DA operator.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The "total call waiting seconds" is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "total calls served" is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
Report Structure:
Reported for the aggregate of BST and CLECs
<ul style="list-style-type: none"> • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
<ul style="list-style-type: none"> • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

BellSouth
Service Quality Measurements
Regional Performance Reports

OPERATOR SERVICES AND DIRECTORY ASSISTANCE

Report/Measurement:
Speed to Answer Performance/Percent Answered within "X" Seconds - Directory Assistance (DA)
Definition:
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
Exclusions:
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
Business Rules:
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
Calculation:
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
Report Structure:
Reported for the aggregate of BST and CLECs
<ul style="list-style-type: none"> • State
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
<ul style="list-style-type: none"> • Month • Call Type (DA) • Average Speed of Answer
Retail Analog/Benchmark
Parity by Design

Revision Date: 06/29/99 (tg)

BellSouth
Service Quality Measurements
Regional Performance Reports

E911

Report/Measurement:
E911/Timeliness
Definition:
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
Exclusions:
<ul style="list-style-type: none"> • Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$E911 \text{ Timeliness} = \Sigma (\text{Number of batch orders processed within 24 hours} \div \text{Total number of batch orders submitted}) \times 100$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates
<ul style="list-style-type: none"> • State • Region
Levels of Disaggregation:
None
Data Retained
<ul style="list-style-type: none"> • Report month • Aggregate data
Retail Analog/Benchmark
Retail Analog

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E911

Report/Measurement:
E911/Accuracy
Definition:
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
Exclusions:
<ul style="list-style-type: none"> • Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$E911 \text{ Accuracy} = \frac{\Sigma(\text{Number of record individual updates processed with no errors}}{\text{Total number of individual record updates}} \times 100$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates <ul style="list-style-type: none"> • State • Region
Level of Disaggregation:
None
Data Retained
<ul style="list-style-type: none"> • Report month • Aggregate data
Retail Analog/Benchmark
Retail Analog

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E911

Report/Measurement:
E911/Mean Interval
Definition:
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
Exclusions:
<ul style="list-style-type: none"> • Any resale order canceled by a CLEC • Facilities-based CLEC orders
Business Rules:
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. No distinctions are made between CLEC resale records and BST retail records.
Calculation:
$E911 \text{ Mean Interval} = (\text{Date and time of batch order completion} - \text{Date and time of batch order submission}) \div (\text{Number of batch orders completed})$
Report Structure:
Reported for the aggregate of CLEC resale updates and BST retail updates
<ul style="list-style-type: none"> • State • Region
Level of Disaggregation:
None
Data Retained (on Aggregate Basis)
<ul style="list-style-type: none"> • Report month • Aggregate data
Retail Analog/Benchmark
Retail Analog

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TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Report	
Definition:	
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.	
Exclusions:	
<ul style="list-style-type: none"> • Trunk groups for which valid traffic data is not available • High use trunk groups 	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
Report Structure:	
<ul style="list-style-type: none"> • BST Aggregate <ul style="list-style-type: none"> ➢ CTTG ➢ Local • CLEC Aggregate <ul style="list-style-type: none"> ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk • CLEC Specific <ul style="list-style-type: none"> ➢ BST Administered CLEC Trunk ➢ CLEC Administered CLEC Trunk 	
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT 	<ul style="list-style-type: none"> • Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT
Retail Analog/Benchmark:	
Retail Analog	

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TRUNK GROUP PERFORMANCE

Report/Measurement:	
Trunk Group Service Detail	
Definition:	
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.	
Exclusions:	
<ul style="list-style-type: none"> • Trunk groups for which valid traffic data is not available • High use trunk groups 	
Business Rules:	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
Calculation:	
$\text{Measured Blocking} = (\text{Total number of blocked calls}) / (\text{Total number of attempted calls}) \times 100$	
Report Structure:	
<ul style="list-style-type: none"> • BST Specific <ul style="list-style-type: none"> ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ End Office ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks 	<ul style="list-style-type: none"> • CLEC Specific <ul style="list-style-type: none"> ➢ Traffic Identity ➢ TGSN ➢ Tandem ➢ CLEC POT ➢ Description ➢ Observed Blocking ➢ Busy Hour ➢ Number Trunks ➢ Valid study days ➢ Number reports ➢ Remarks
Level of Disaggregation:	
State	
Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> • Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports 	<ul style="list-style-type: none"> • Report month • Total trunk groups • Total trunk groups for which data is available • Trunk groups with blocking greater than the MBT • Percent of trunk groups with blocking greater than the MBT • Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports
Retail Analog/Benchmark:	
Retail Analog	

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COLLOCATION

Report/Measurement:
Collocation/Average Response Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
Exclusions:
<ul style="list-style-type: none"> • Requests to augment previously completed arrangements • Any application cancelled by the CLEC
Business Rules:
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
Calculation:
Average Response Time = $\Sigma(\text{Request Response Date}) - (\text{Request Submission Date}) / \text{Count of Responses Returned within Reporting Period}$.
Report Structure:
<ul style="list-style-type: none"> • Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
<ul style="list-style-type: none"> • State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
<ul style="list-style-type: none"> • Report period • Aggregate data
Retail Analog/Benchmark:
Under development

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COLLOCATION

Report/Measurement:
Collocation/Average Arrangement Time
Definition:
Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
Exclusions:
<ul style="list-style-type: none"> • Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
Average Arrangement Time = $\Sigma(\text{Date Collocation Arrangement is Complete}) - (\text{Date Order for Collocation Arrangement Submitted}) / \text{Total Number of Collocation Arrangements Completed during Reporting Period.}$
Report Structure:
<ul style="list-style-type: none"> • Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
<ul style="list-style-type: none"> • State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
<ul style="list-style-type: none"> • Report period • Aggregate data
Retail Analog/Benchmark:
Under development

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COLLOCATION

Report/Measurement:
Collocation/Percent of Due Dates Missed
Definition:
Measures the percent of missed due dates for collocation arrangements.
Exclusions:
<ul style="list-style-type: none"> • Any Bona Fide firm order cancelled by the CLEC • Bona Fide firm orders to augment previously completed arrangements • Time for BST to obtain permits • Time during which the collocation contract is being negotiated
Business Rules:
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
Calculation:
$\% \text{ of Due Dates Missed} = \frac{\Sigma (\text{Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period})}{\text{Number of Orders Completed in Reporting Period}} \times 100$
Report Structure:
<ul style="list-style-type: none"> • Individual CLEC (alias) aggregate • Aggregate of all CLECs
Level of Disaggregation:
<ul style="list-style-type: none"> • State, Region and further geographic disaggregation as required by State Commission Order • Virtual • Physical
Data Retained:
<ul style="list-style-type: none"> • Report period • Aggregate data
Retail Analog/Benchmark:
Under development

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Appendix A: Reporting Scope*

Standard Service Groupings	<p><u><i>Pre-Order, Ordering</i></u></p> <ul style="list-style-type: none"> • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP <p><u><i>Provisioning</i></u></p> <ul style="list-style-type: none"> • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail <p><u><i>Maintenance and Repair</i></u></p> <ul style="list-style-type: none"> • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail <p><u><i>Local Interconnection Trunk Group Blockage</i></u></p> <ul style="list-style-type: none"> • BST CTTG Trunk Groups • CLEC Trunk Groups
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Appendix A: Reporting Scope

<p>Standard Service Order Activities</p> <p><i>These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.</i></p>	<ul style="list-style-type: none"> • New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
<p>Pre-Ordering Query Types:</p> <p>Maintenance Query Types:</p>	<ul style="list-style-type: none"> • Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
<p>Report Levels</p>	<ul style="list-style-type: none"> • CLEC RESH • CLEC MSA • CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

* Scope is report, data source and system dependent, and, therefore, will differ with each report.

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Appendix B: Glossary of Acronyms and Terms

A	ACD	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
	AUTO CLARIFICATION	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
B	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

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Appendix B: Glossary of Acronyms and Terms - Continued

C	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
D	DESIGN	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FATAL REJECT	The number of LSRs that were electronically rejected from LEO, which checks to see if the LSR has all the required fields correctly populated
	FLOW-THROUGH	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

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Appendix B: Glossary of Acronyms and Terms - Continued

G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
K		
L	LCSC	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
M	MAINTENANCE & REPAIR	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input

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		into end office switches.
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Appendix B: Glossary of Acronyms and Terms - Continued

N	NC	"No Circuits" - All circuits busy announcement
O	OASIS	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	POTS	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
		PSIMSORB

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Appendix B: Glossary of Acronyms and Terms - Continued

Q		
R	RNS	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search
S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	TAFI	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	TAG	Telecommunications Access Gateway - TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	TN	Telephone Number
	TOTAL MANUAL FALLOUT	The number of LSRs which are entered electronically but require manual entering into a service order generator.
U	UNE	Unbundled Network Element
V		
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Appendix C

BELLSOUTH'S AUDIT POLICY:

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June, 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth is in the process of developing a proposed set of reasonable controls associated with individual CLEC audits. If requested by a Public Service Commission, BellSouth will conduct a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years, to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

Appendix EF: Test Cycles

Test Cycles

Test cycles, as defined in Section III - Framework, map test objectives across process domains to form manageable test components. Figure F-I illustrates the test objectives to be tested for each process domain.

Test Cycle Scope

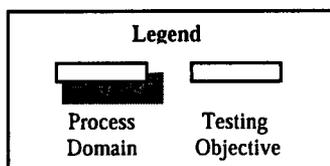
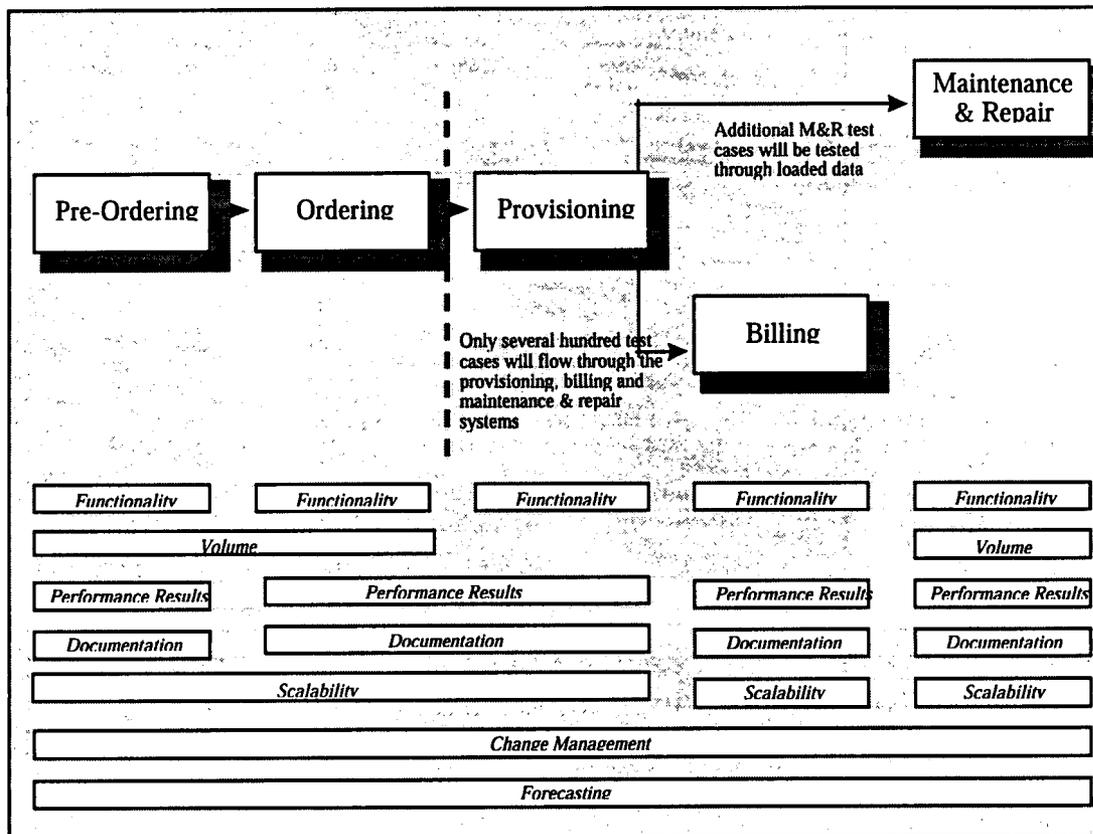


Figure F-I: Test Cycle Scope

The following figures define each test cycle to be used in the Test.

Pre-Ordering

<i>Cycle #</i>	<i>Cycle Name</i>	<i>Cycle Description</i>
PRE-1	TAG Pre-Ordering Functional Test	This cycle will test the pre-ordering functionality available via the TAG interface.
PRE-2	Pre-Ordering Performance Results Comparison	This cycle will compare the results from the pre-ordering volume test with BellSouth wholesale performance metrics.
PRE-3	TAG Pre-Ordering Documentation Evaluation	This cycle will assess the overall quality of BellSouth pre-ordering documentation.
PRE-4	TAG Pre-Ordering Normal Volume Test	This cycle will test the capability of the TAG interfaces to support normal production volumes for pre-order inquiries.
PRE-5	TAG Pre-Ordering Peak Volume Test	This cycle will test the capability of the TAG interfaces to support peak production volumes for pre-order inquiries.
PRE-6	TAG Pre-Ordering Processing Systems Scalability Evaluation	This cycle will evaluate the scalability of BellSouth's pre-ordering systems complex to handle projected growth.

Figure F-II: Pre-Ordering Test Cycle Scope

Ordering and Provisioning

<i>Cycle #</i>	<i>Cycle Name</i>	<i>Cycle Description</i>
O&P-1	EDI Functional Test	This cycle will test the ordering and provisioning functionality available via the EDI interface for UNE products independent of product transactions.
O&P-2	TAG Functional Test	This cycle will test the ordering and provisioning functionality available via the EDI interface for UNE products independent of product transactions.
O&P-3	EDI/TAG Normal Volume Performance Test	This cycle will test the capability of the EDI/TAG interfaces to support normal production volumes for pre-order inquiries and resale and UNE orders.
O&P-4	EDI/TAG Peak Volume Performance Test	This cycle will test the capability of the EDI/TAG interfaces to support peak production volumes for pre-order inquiries and resale and UNE orders.
O&P-5	Provisioning Verification Test	This cycle will evaluate BellSouth's performance in the provisioning of UNEs and UNE combinations.
O&P-6	Ordering System Scalability Evaluation	This cycle will evaluate the scalability of BellSouth's ordering systems complex to handle projected growth in resale and UNE orders.
O&P-7	O&P Performance Results Comparison	This cycle will compare the results from the functional, normal volume and peak volume tests for both the EDI/TAG interfaces with BellSouth's performance metrics. The comparison will include both resale and UNE products.
O&P-8	EDI Documentation Evaluation	This cycle will assess the overall quality of BellSouth EDI documentation for the ordering and provisioning processes.
O&P-9	TAG Documentation Evaluation	This cycle will assess the overall quality of BellSouth TAG documentation for the ordering and provisioning processes.

Figure F-III: Ordering and Provisioning Test Cycle Scope

Billing

Cycle #	Cycle Name	Cycle Description
BLG-1	CRIS/CABS Invoicing Functional Test	This cycle will test the invoicing functionality available via the CRIS and CABS interfaces for UNE products independent of product transactions.
BLG-2	ODUF/ADUF Usage Functional Test	This cycle will test the usage functionality available via the ODUF and ADUF files for UNE products independent of product transactions.
BLG-3	Billing Usage Returns Evaluation	This cycle will evaluate the process by which usage returns are processed and test the BellSouth processing of test usage returns.
BLG-4	CRIS/CABS Invoicing Scalability Evaluation	This cycle will evaluate the capability of the CRIS/CABS transaction support processes for resale and UNE products to handle near-future growth projections without performance degradation.
BLG-5	ODUF/ADUF Usage Scalability Evaluation	This cycle will evaluate the capability of the ODUF and ADUF files for resale and UNE products to handle near-future growth projections without performance degradation.
BLG-6	Billing Performance Results Comparison	This cycle will compare the results from the functional, normal volume and peak volume tests for both the billing process.
BLG-7	CRIS/CABS Invoicing Documentation Evaluation	This cycle will assess the overall quality of BellSouth's CRIS and CABS documentation.
BLG-8	ODUF/ADUF Documentation Evaluation	This cycle will assess the overall quality of BellSouth's ODUF and ADUF documentation..

Figure F-IV: Billing Test Cycle Scope

Maintenance & Repair

Cycle #	Cycle Name	Cycle Description
M&R-1	TAFI Functional Test	This cycle will test the maintenance and repair functionality available via the TAFI interface for UNE products independent of product transactions.
M&R-2	ECTA Functional Test	This cycle will test the maintenance and repair functionality available via the ECTA interface for UNE products independent of product transactions.
M&R-3	ECTA Normal Volume Performance Test	This cycle will test the capability of the ECTA interface to support normal production volumes for resale and UNE trouble reports.
M&R-4	ECTA Peak Volume Performance Test	This cycle will test the capability of the ECTA interface to support peak production volumes for resale and UNE trouble reports.
M&R-5	TAFI Scalability Evaluation	This cycle will evaluate the scalability of the TAFI transaction support processes to handle near-future growth projections.
M&R-6	ECTA Scalability Evaluation	This cycle will evaluate the scalability of the ECTA transaction support processes to handle near-future growth projections.
M&R-7	M&R Performance Results Comparison	This cycle will compare the results from the functional, normal volume and peak volume tests for both the TAFI/ECTA interface.
M&R-8	TAFI Documentation Evaluation	This cycle will assess the overall quality of BellSouth TAFI documentation for the maintenance and repair process.
M&R-9	ECTA Documentation Evaluation	This cycle will assess the overall quality of BellSouth ECTA documentation for the maintenance and repair process.

Figure F-V: Maintenance & Repair Test Cycle Scope

Forecasting & Change Management

<i>Cycle #</i>	<i>Cycle Name</i>	<i>Cycle Description</i>
FCM-1	Forecasting Review	This cycle will determine the existence and functionality of procedures for developing, publicizing, conducting, and monitoring forecasting efforts.
FCM-2	Change Management Practices Review	This cycle will evaluate the overall policies and practices for managing change specific to the procedures and systems necessary to establish and maintain an effective BellSouth/CLEC relationship.

Figure F-VI: Forecasting & Change Management Test Cycle Scope

Appendix FE: Reference Documents

The purpose of this appendix is to document all references used in the composition of the Master Test Plan.

Title	Author	Authoring Group	Date
BellSouth Regulatory Filings			
Brief in Support of Second Application by BellSouth for Provision of In-Region, InterLATA Services in South Carolina		BellSouth	30-Sep-97
Brief in Support of Application by BellSouth for Provision of In-Region, InterLATA Services in Louisiana		BellSouth	06-Nov-97
Brief in Support of Second Application by BellSouth for Provision of In-Region, InterLATA Services in Louisiana		BellSouth	09-Jul-98
Reply Brief in Support of Second Application of BellSouth For Provision of In-Region, InterLATA Service in Louisiana		BellSouth	28-Aug-98
Statement of Generally Available Terms & Conditions for Interconnection, Unbundling and Resale Provided by BellSouth Telecommunications, Inc. In the state of Georgia		BellSouth	15-Oct-98
BellSouth Technical Specifications			
BellSouth Work Aid for Ordering Complex Services, Issue 1		BellSouth	Mar-98
CLEC Information Package for Facility Based Providers, Issue 1		BellSouth	Jun-97
CLEC TAFI End-User Training and User Guide, Issue 6		BellSouth	6-Sept-98
CLEC USOC Manual		BellSouth	09-Sept-98
Electronic Interface Change Control Process, Issue 1		BellSouth	Apr-98
LEO Guide, Volume I, Issue 7E		BellSouth	18-Jan-99
LEO Guide, Volume II, Issue 6		BellSouth	05-Feb-99
LEO Guide, Volume III, Issue 3		BellSouth	Aug-98
LEO Guide, Volume IV, Issue 7D		BellSouth	18-Jan-99
Resale CLEC Starter Kit, Issue 2		BellSouth	31-Dec-97
Telecommunication Access Gateway Training - Release 2.1		BellSouth	11-Mar-99
TAG Reference Guide		BellCore	11-Apr-98
TAG API Programmers Guide		BellCore	11-Apr-98
Books & Articles			
CLEC 101: Lessons in Competition		Yankee Group	Oct-98
Communications Systems and Networks	Horak, Ray		1996
The Essential Guide to Telecommunications	Dodd, Annabel Z.		1998
Newton's Telecom Dictionary. 14 th Edition	Newton, Harry		Oct-98
Telecom Services: CLECs 1999: Issues & Outlooks		Goldman Sacks	Jan-99

Title	Author	Authoring Group	Date
There's No Place Like Home: 1998 U.S. Residential Telecommunications Survey	Thorat, Dana	International Data Corporation	Aug-98
LA II Affidavits			
Affidavit of Robert V. Falcone		AT&T	04-Aug-98
Affidavit of Jan Funderburg		BellSouth	09-Jul-98
Affidavit Of W. Keith Milner		BellSouth	09-Jul-98
Affidavit of William N. Stacy Checklist Compliance (Operations Support Systems)		BellSouth	09-Jul-98
Affidavit of William N. Stacy Checklist Compliance (Performance Measures)		BellSouth	09-Jul-98
Affidavit of Alphonso J. Varner		BellSouth	09-Jul-98
Affidavit of Aniruddha Banerjee		BellSouth	09-Jul-98
Affidavit of R. F. (Rook) Barretto		BellSouth	09-Jul-98
Affidavit of Dennis M. Betz		BellSouth	09-Jul-98
Affidavit of Guy L. Cochran		BellSouth	09-Jul-98
Affidavit of Douglas R. Coutee		BellSouth	09-Jul-98
Affidavit of Douglas R. Coutee		BellSouth	09-Jul-98
Affidavit of Richard J. Gilbert		BellSouth	09-Jul-98
Affidavit of Gary M. Wright		BellSouth	09-Jul-98
Affidavit of David A. Kettler		BellSouth	09-Jul-98
Affidavit of Linda M. Kinsey		BellSouth	09-Jul-98
Affidavit of William Marczak		BellSouth	09-Jul-98
Affidavit of William Marczak		BellSouth	09-Jul-98
Affidavit of Douglas W. Mcdougal		BellSouth	09-Jul-98
Affidavit of Laura Narducci		BellSouth	09-Jul-98
Affidavit of John W. Putnam		BellSouth	09-Jul-98
Affidavit of D. John Roberts		BellSouth	09-Jul-98
Affidavit of Valerie K. Sapp		BellSouth	09-Jul-98
Affidavit of David Scollard		BellSouth	09-Jul-98
Affidavit of John Shivanandan		BellSouth	09-Jul-98
Affidavit of William L. Smith		BellSouth	09-Jul-98
Affidavit of Pamela A. Tipton		BellSouth	09-Jul-98
Affidavit of Lynn A. Wentworth		BellSouth	09-Jul-98
Affidavit of Glenn A. Worocho		BellSouth	09-Jul-98
Affidavit of Robert L. Yingling		BellSouth	09-Jul-98
Declaration on Behalf of BellSouth by Richard L. Schmalensee		BellSouth	09-Jul-98
Declaration of Professor Jerry A. Hausman		BellSouth	09-Jul-98
United States Department of Justice Documents			
DOJ Evaluation of BellSouth Louisiana Application		Department of Justice	10-Dec-97
DOJ Evaluation of BellSouth Louisiana Application		Department of Justice	19-Aug-98
DOJ Evaluation of BellSouth South Carolina Application		Department of Justice	04-Nov-97
DOJ Evaluation of Ameritech Michigan Application		Department of Justice	25-Jun-97
Local Competition Operational Readiness, Prepared for United States Department of		Department of Justice	22-Aug-97

Title	Author	Authoring Group	Date
Justice			
Federal Communication Commission Documents			
CC Docket No. 96-98 and 95-185 In the Matter of Implementation of the Local Competition Provisions in the Telecommunications Act of 1996 and Interconnection between Local Exchange Carriers and Commercial Mobile Radio Service Providers		FCC	08-Aug-98
CC Docket No. 98-121 - In the Matter of Application of BellSouth Corporation Telecommunications, Inc. and BellSouth Long Distance, Inc., for Provision of In-Region, InterLATA Services in Louisiana		FCC	13-Oct-98
CC Docket No. 98-56 RM-9101 - In the Matter of Performance Measurements and Reporting Requirements for Operations Support Systems, Interconnection, and Operator Services and Directory Assistance		FCC	17-Apr-98
CC Docket No. 97-137 In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, to Provide In-Region, InterLATA Services In Michigan.		FCC	19-Aug-97
CC Docket No. 97-208 In the Matter of Application of BellSouth Corporation, <i>et al.</i> Pursuant to Section 271 of the Communications Act of 1934, as amended, to Provide In-Region, InterLATA Services In South Carolina.		FCC	24-Dec-97
Industry Analysis Division Report of Local Competition		Common Carrier Bureau, FCC	Dec-98
Public Service Commission Documents			
Docket No. 6863-U In re: BellSouth Telecommunications, Inc.'s Entry into InterLATA Services Pursuant to Section 271 of the Telecommunications Act of 1996		Georgia Public Service Commission	15-Oct-98
Docket No. 960786-TL - In re: Consideration of BellSouth Telecommunications, Inc.'s entry into interLATA services pursuant to Section 271 of the Federal Telecommunications Act of 1996		Florida Public Service Commission	19-Nov-97
Opinion and Order Concerning Methods for Network Element Recombination		New York Public Service Commission	23-Nov-98

Title	Author	Authoring Group	Date
Additional References			
Bell Atlantic-New York OSS Evaluation Project Master Test Plan, Draft Final Report - Version 1.0		State of New York Department of Public Services, submitted by KPMG Peat Marwick LLP	19-Apr-99
Bell Atlantic-New York OSS Evaluation Project Master Test Plan, Draft - Version 1.0		State of New York Department of Public Services, submitted by KPMG Peat Marwick LLP	26-Jun-98
Bell Atlantic-Pennsylvania OSS Evaluation Project Master Test Plan, Draft		State of Pennsylvania Department of Public Services, submitted by KPMG Peat Marwick LLP	29-Mar-99
www.interconnection.bellsouth.com		BellSouth	

Appendix G: Glossary

<i>Term</i>	<i>Definition</i>
271 APPLICATION	An application to offer long distance services from an RBOC to a state or federal regulatory agency. In order to grant this application, the agency must find the applicant is in compliance with the 14 point competitive checklist described in the 1996 Telecommunications Act.
800 DATABASE	800 Database Service is provided under two scenarios. One where the CLEC is equipped with Service Switching Point (SSP) functionality requires access to the BellSouth Service Control Point (SCP). Another, where the customer is no SSP-equipped, requires routing of the call to a BellSouth SSP. In either case, identification and routing of 800, 888 dialed calls is based on the full ten digits dialed (800,888-NXX-XXXX)
ADUF (ACCESS DAILY USAGE FILE)	Provides competitors with records for billing interstate access charges to interexchange carriers for calls originating from, and terminating to, unbundled ports
ANALOG	Transmission method employing a continuous (rather than pulsed or digital), electrical signal that varies in amplitude or frequency in response to changes of sound, light or position and is imposed on a transducer in the sending device. Opposite of digital.
ANI (AUTOMATIC NUMBER IDENTIFICATION)	(1) Telephone number of the line initiating a call; number is identified by the switch and passed over the network to equipment at the terminating location. (2) Number-identifying equipment which records the number for accounting purposes at local telecom offices. (3) Display of the final four or all seven numbers of a seven-digit phone number.
ASR (ACCESS SERVICE REQUEST)	Access Service Request. Form used to order interoffice facilities such as dedicated trunk ports.
BLACK BOX TESTING	Only tests what goes in and what comes out of the code. No consideration of what is happening to the data while it is inside the box (program or system).
BOC (BELL OPERATING COMPANY)	Any of the 22 local Bell telephone companies owned by AT&T before divestiture. Independent BOCs provide primary access to interexchange carriers

<i>Term</i>	<i>Definition</i>
BRI (BASIC RATE INTERFACE)	Two bearer B-channels at 64 kbps and one data D-channel at 16 kbps in an integrated services digital network (ISDN) configuration.
BUSINESS REQUIREMENTS	Business needs of a new service, feature, or function into the constituent technical requirements
CALL FORWARDING	Feature of some intelligent network switches and PBXs; allows calls to be rerouted automatically from one line to another.
CENTREX	Local exchange carriers' (LEC) value-added service which permits incoming calls to be dialed direct to extensions without operator assistance. Outgoing and intercom calls may be dialed by extension users.
CLEC (COMPETITIVE LOCAL EXCHANGE CARRIER)	Competitive Local Exchange Carrier
CLEC HANDBOOK	User documentation for CLEC that describes, in 3 volumes, how to establish a CLEC, the technical specifications for interacting with BellSouth, and the business rules CLECs should follow in order to purchase unbundled network elements.
CLEC LIVE DATA	Production data delivered through interfaces that are already operational for real CLEC customers.
CO (CENTRAL OFFICE)	(1) Location of telephone switching equipment at which customer's lines are terminated and interconnected. (2) Switching center that provides local access to the public network. Synonyms: end office, local dial office, wire center or switching center.
COMPARATOR	A mechanized tool that will compare actual test results against expected test results.
COMPLEX SERVICE REQUESTS	Complex service requests are for resale or UNEs which require extra handling outside the service provisioning pipeline, handled by a BellSouth Account Team.
CONDITION	Used to describe requirement or functionality to be tested; will be assigned appropriate ownership. The TestDirector, test management tool, captures this information per test.
CRITICAL DEFECT	Defects which cause a Severity 1 Test Exception.
CSR	Customer Service Record. Details of a customer's fixed monthly charges billed by the local telephone

<i>Term</i>	<i>Definition</i>
(CUSTOMER SERVICE RECORD)	company.
CUSTOMIZED ROUTING	ILECs, including BOCs, currently use this functionality to direct certain classes of traffic to certain trunks. For example, an ILEC would have its switches send 0 minus and 0 plus calls to its own operator services platform and 411, 555-1212 and area code plus 555-1212 calls to its directory assistance platform. Routing instructions are encoded in the line class code.
DAILY USAGE FEED	A daily download of usage data from the switch which is delivered to BellSouth's message processing system and directly to the CLEC.
DEDICATED ACCESS	Connection between a customer's premises and an interexchange carrier (IXC). All transmissions on this dedicated line are automatically routed to the IXC. Provided by a local exchange carrier (LEC), alternate access provider on IXC.
DEDICATED TRANSPORT	ILEC transmission facilities dedicated to a particular customer or carrier that provide telecommunications between wire centers owned by ILECs or requesting telecommunications carriers, or between switches owned by ILECs or requesting telecommunications carriers.
DOCUMENT REVIEW	Compilation and review of books, manuals, and other publications related to the process and system under study.
EDI (ELECTRONIC DATA INTERCHANGE)	Electronic Data Interchange. A process for exchanging information that is subject to industry standards.
ENTRANCE AND EXIT CRITERIA	The necessary conditions for starting or completing individual tests described in the Test Plan.
ERROR/REJECTION NOTIFICATION	Notification generated by BellSouth's systems when a request from a CLEC cannot be filled without additional manual clarification.
EQUIVALENCE CLASS	Complete group of conditions to test which result from one requirement or set of requirements

<i>Term</i>	<i>Definition</i>
PERFORMANCE MEASURES	Discrete set of measures to be applied to specific test components
FCC (FEDERAL COMMUNICATIONS COMMISSION)	U.S. government agency established by the Communications Act of 1934 which regulates all interstate communications.
FID (FIELD IDENTIFIER)	Field Identifier. A code used when administering usage limits on residence and business end users. Also refers to fields of information used in the service order.
FOC (FIRM ORDER CONFIRMATION)	A response from the BellSouth Service Order Processor that acknowledges a successful receipt of an order from a CLEC. Includes the specified due date - i.e. commitment date
FLOW-THROUGH	An order placed by a CLEC's customer service representative that can be provisioned correctly without manual intervention by BellSouth's service representatives.
ILEC (INCUMBENT LOCAL EXCHANGE CARRIER)	Incumbent Local Exchange Carrier. The local exchange carrier for a particular area as of 1996. BellSouth is the relevant ILEC.
INSPECTION	Physical reviews of process activities and products, including site visits, walk-throughs, read-throughs, and work center observations.
INP (INTERIM NUMBER PORTABILITY)	The use of existing and available call routing, forwarding, and addressing capabilities to enable an end user to retain the same telephone number regardless of which local service provider is chosen.
ISDN (INTEGRATED SERVICES DIGITAL NETWORK)	Switched network providing end-to-end digital connectivity for the simultaneous transmission of voice, data, video, imaging and fax over several multiplexed communications channels. Employs high-speed, out-of-band signaling protocols that conform to international standards. Signaling and communications are separate, therefore reduces network blockage and provides faster connectivity for users.
IXC (INTEREXCHANGE CARRIER)	Provider of long-distance service.

<i>Term</i>	<i>Definition</i>
LATA (LOCAL ACCESS AND TRANSPORT AREA)	Local Access and Transport Area. A geographic area established by law within which a Bell Operating Company may provide telecommunications services.
LCSC (LOCAL CARRIER SERVICE CENTER)	Local Carrier Service Center. Customer service center which receives CLEC calls on the BellSouth side.
LENS (LOCAL EXCHANGE NAVIGATION SYSTEM)	Pre-Ordering system which is able to allow CLECs visibility into the Customer Service Record data prior to ordering service with a potential customer. It also supports ordering functionality. Such pre-ordering data includes: (1) telephone number; (2) listed name; (3) listed address; (4) directory listing information; (5) directory delivery information; (6) billing name; (7) billing address; (8) service address; (9) product and service information; and (10) PIC and LPIC. Does not include credit information at this time.
LEGAL AND REGULATORY REQUIREMENTS CRITERIA SOURCE	This includes requirements specified by statute and regulation, such as FCC orders, court orders, regulations, federal and state statutes, and other binding requirements resulting from judicial/governmental proceedings.
LIDB (LINE IDENTIFICATION DATABASE)	Line identification database. Allows validation of credit card, Billed-to Third Party and Collect calls. Subscribing CLECs are required to interface with BellSouth's LIDB locations as described and listed in the applicable tariffs. No optional network features are associated with this service.
LOCAL LOOP	The telephone line that runs from the local telephones company to the end user's premise.
LOGGING	Monitoring activities and collecting information by logging process events and products as they happen. Logging can be mechanized or manual.
LNP (LONG TERM NUMBER PORTABILITY)	Long Term Number Portability
LPIC (LOCAL PRIMARY INTEREXCHANGE CARRIER)	Predesignated Intra-LATA Carrier, or Local Primary Interexchange Carrier. Telephone company chosen by the end user as being the default carrier for calls outside the local calling area, but within the same LATA. These are also known as regional toll calls.

<i>Term</i>	<i>Definition</i>
LSR (LOCAL SERVICE RECORD)	Standard set of forms and data required by the ILEC from the CLEC in order to set up, provision, and bill the CLEC for reselling ILEC services to end users.
MASTER TEST PLAN	Identifies the overall framework and structure of the test.
MDF (MAIN DISTRIBUTION FRAME)	Main Distribution Frame. The primary point at which outside plant facilities terminate within a Wire Center for interconnection to other telecommunications facilities within the Wire Center.
MLT (MECHANIZED LOOP TEST)	Provides loop testing on the customer's line number.
NID (NETWORK INTERFACE DEVICE)	Network Interface Device. Used to connect the loop facility to the customer premise inside wiring. The NID serves as a point of interconnection and includes electrical protection primarily for personnel safety. The NID may or may not provide remote testing and trouble sectionalization capabilities. The NID UNE allows a CLEC to connect its loop to the inside wiring portion of BellSouth's NID. A facility-based CLEC is expected to provision a CLEC loop and a NID to the customer premise. If the CLEC purchases the NID UNE, the CLEC may perform a physical cross-connect of the inside wire to its loop using a BellSouth NID.
OBF (ORDERING AND BILLING FORUM)	The Ordering and Billing Forum has designed standard forms to be used when ordering telecommunications products (such as LSRs). The OBF provides a forum for customers and providers in the telecommunications industry to identify, discuss and resolve national issues which affect ordering, billing, provisioning and exchange of information about access services, other connectivity and related matters.
ODUF (OPTIONAL DAILY USAGE FILE)	Contains information on billable transactions for resold lines, interim number portability accounts and some unbundled network elements such as unbundled ports.
OPERATIONAL ANALYSIS	Operational analysis focuses on the form, structure,

<i>Term</i>	<i>Definition</i>
	and content of the business process under study. This method is used to evaluate day-to-day operations and operational management practices.
ORDERING	The process and functions by which resale services or unbundled network elements are ordered from the ILEC – the process by which an LSR or ASR is placed with the CLEC.
ORDERING AND PROVISIONING DOMAIN	Tests related to CLEC's acquisition of customer information, placing orders, and ensuring correct and timely provision and notification of order status.
OSS (OPERATION SUPPORT SYSTEMS)	Operation Support Systems. Systems used to perform pre-ordering, ordering, provisioning, maintenance and repair, and billing.
PBX (PRIVATE BRANCH EXCHANGE)	Private Branch Exchange. Routes calls: <ul style="list-style-type: none"> • between people located within the organization • from users in an organization to people outside • from people outside to users in the organization
PERFORMANCE AND CAPACITY	Methods used to evaluate the performance and capacity of selected elements within the four domains. Relates to tests to determine if BellSouth's OSS can handle quantities of orders matching a reasonable forecasted demand.
PIC (PRIMARY INTEREXCHANGE CARRIER)	Primary Interexchange Carrier. The long distance company to which traffic is automatically routed when an end user dials 1+ in equal access areas.
PORT	Point of access into a network.
POTS (PLAIN OLD TELEPHONE SERVICE)	Plain Old Telephone Service
PMAP (PERFORMANCE MEASUREMENT & ANALYSIS PLATFORM)	A performance reporting database that monitors and archives performance metrics for BellSouth retail and wholesale operations
PREDICTOR	BellSouth system that is used by TAFI to confirm how the central office is programmed for a specific customer's line; identifies and verifies the line features present on the customer's line.

<i>Term</i>	<i>Definition</i>
PRE-ORDERING	The process and functions by which vital information is obtained, verified or validated prior to placing a service request. Access to preordering information is necessary to ensure the smooth provisioning and delivery of requested service, avoiding fall-out and the need for manual intervention due to downstream problems.
PRI (PRIMARY RATE INTERFACE)	Access method to integrated services digital network (ISDN). Provides 23 B + 1 D channels operating at 1.544 Mbps in the U.S.; or 30 B + 1 D channels operating at 2.048 Mbps in Europe.
PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via a LSR or ASR and to initiate the proper billing and accounting functions.
QUALITY GATE	A decision point where the quality of phase work products is assessed based on previously defined criteria. Input to a Quality Gate is a set of baselined work products and a recommendation from the team. Based on these inputs, various actions can take place such as risk assessment, escalation, or a no-go decision.
RELATIONSHIP MANAGEMENT AND INFRASTRUCTURE DOMAIN	Tests relating to activities, processes and documents that are focused on the establishment and maintenance of the CLEC/ILEC relationship.
REPORT REVIEW	Reviews and analysis of historical data, reports, metrics, and other information in order to assess the effectiveness of a particular system or business function. This includes performance measurement reports and other management reports.
RESALE HANDBOOK	User documentation for CLEC that describes how to establish a reseller, the technical specifications for interacting with BellSouth, and the business rules resellers should follow in order to resell BellSouth products and services on an unbundled basis.
SCALABILITY	The degree to which an application can be scaled to accommodate order of magnitude increases in transaction volumes and users.
SEVERITY 1 TEST EXCEPTION	An error which causes a program or system interrupt or which causes program execution to abort. AT&T

<i>Term</i>	<i>Definition</i>
	and BELL System personnel refer to this type of error as a "show stopper". This error has the highest severity rating.
SEVERITY 2 TEST EXCEPTIONS	A severe error which causes a program not to perform properly or to produce unreliable results. Normally, the user cannot find an appropriate "workaround" for this type of error.
SEVERITY 3 TEST EXCEPTIONS	An error for which, while not minor, a "workaround" solution can be found for the user.
SOCS (SERVICE ORDER CONTROL SYSTEM)	A BellSouth OS which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process. SOCS uses coding placed on the Service Order by the Service Representative or by a front-end logic in systems such as DOE, SONGS, RNS and LESOG.
SUPPLEMENTS	A change to an order taken after the original order was submitted, but before the order has been executed. Order execution should include all supplements.
SWITCH	Electronic device which opens or closes circuits, changes operating parameters or selects paths either on a space or time division basis.
TAFI (TROUBLE ANALYSIS FACILITATION INTERFACE)	A rules-based computer system providing automated trouble receipt and screening functionality to BellSouth users in the Residence Repair Center (RRC) and the Business Repair Center (BRC)
TEST CASE	A document comprised of a set of test inputs, execution conditions, and expected results for verifying compliance with specific requirements or evaluating system operations.
TEST CONDITIONS	Specific to a thread or iteration at a high level and should state what action is to be taken to accomplish a specific expected result with a step-by-step detail.
TEST CYCLES	A discrete set of test cases to be executed in a pre-defined order.
TEST DOMAIN	A specific testing area with defined targets, measures, scenarios, evaluation methods, and test processes.
TEST SCENARIOS	Scenarios describe realistic situations in which CLECs purchase wholesale services and network

<i>Term</i>	<i>Definition</i>
	elements from BellSouth for resale to the CLEC's end-user customer on a retail basis.
TEST SCRIPT	The clearly and completely defined steps which a tester must step through in order to complete a test.
TN (TELEPHONE NUMBER)	Telephone number.
TRANSACTION PROVISIONING	The CLEC case method requires extensive participation by the Phase 2 tester to observe the execution, measure and monitor progress and results, and inspect and audit the execution and results.
TRANSACTION DRIVEN SYSTEM ANALYSIS	Transaction driven system analysis relies upon initiation of transactions, tracking of transaction progress, and analysis of transaction completion results to evaluate the automated system under test.
UNBUNDLED ACCESS	Ability of other LECs to access and use BellSouth network components to fill in gaps where these providers' networks do not have their own facilities.
UNBUNDLED INTEROFFICE TRANSPORT – SHARED	Provides a transmission path between switching locations that allows a call to be transported from one location to another. These facilities/trunks groups may be configured in various transmission configurations (e.g. DS1, OC3, etc.) based on total shared network requirements between each BellSouth Telecommunications end office and the BellSouth tandem.
UNBUNDLED DIGITAL LOOP	A transmission channel between an end user location and LEC central office that is not a part of, or connected to, other LEC services. This facility will allow the end user to send and receive traffic using such technologies as ISDN, enhanced electronics capabilities such as HDSL/ADSL, and high-capacity services such as DS1 when the loop is connected to the proper packet/circuit switch. This facility will include an NID at the end user customer location for the purpose of connecting the loop to the customer's inside wire. UDLs can be configured as 2W ISDN, 2W Enhanced Electronics, 4W DS1 & ISDN, or 4W Enhanced Electronics. On 2W and 4W facilities, BellSouth does not provide the Enhanced Electronics.

<i>Term</i>	<i>Definition</i>
UNBUNDLED VOICE LOOP	A dedicated transmission facility from BellSouth's main distributing frame (MDF) to a customer premise. The facility will allow an end user to send and receive normal voice communications traffic when connected to a dial-tone providing switch or via a designed point-to-point facility to CPE at another customer premise. This facility will include a Network Interface Device (NID) at the customer's location for the purpose of connecting the loop to the customer's inside wire. UVLs can be configured as 2-wire or 4-wire facilities.
UNBUNDLED PORT	An interface on a local switching system that is not bundled with a loop or transport facility, and provides access to and from the switch and the functionality of the local switching system.
UNE (UNBUNDLED NETWORK ELEMENT)	Unbundled Network Element
USOC (UNIVERSAL SERVICE ORDER CODE)	Universal Service Order Code. A 3-5 character alphanumeric code that represents a product or service.
V-CLEC	Virtual Competitive Local Exchange Carrier. A term created by Consulting Firms within the Telecommunications Industry to denote a "non-revenue generating business entity, used only for the appearance of appearing real to the legacy Operational Support Systems within RBOCs".
VIRTEL	A Competitive Local Exchange Carrier (CLEC), begun by employees of Ernst & Young, to act as a Virtual CLEC to gain entry into 271 Compliance issues created out of the 1996 Telecom Act. VirTel's business plan states that it will "never acquire customers."

Flow-Through Audit Plan

Version 1.1

May 27, 1999

Flow-Through Audit Plan

1. Flow-Through Description

A key element in the ability of a Competitive Local Exchange Carrier (CLEC) to compete in the local telecommunications market is the ability of the CLEC's order to "flow through" the incumbent carrier's Operations Support Systems (OSS). Flow-through is defined as electronic transmission through a gateway and acceptance into the incumbent's (in this case BellSouth's) back-office ordering systems without manual intervention. In its Second BellSouth Louisiana Order, the Federal Communications Commission emphasizes the importance of flow-through in demonstrating that BellSouth processes competing carriers' orders in a nondiscriminatory manner.¹

The flow-through measure is defined as the percentage of valid orders that are processed without manual intervention. Specifically, it is the number of Local Exchange Service Order Generator (LESOG)² eligible, valid and syntactically correct Local Service Requests (LSRs) submitted from CLECs to the Service Order Control System (SOCS).

BellSouth publishes a flow-through report on a monthly basis to allow participants an opportunity to evaluate BellSouth and CLEC flow-through ratios

Flow-Through Measure Computation

The flow-through measure is computed as the ratio of two key elements: the numerator is the total number of service requests that flow-through to BellSouth's back-office systems (SOCS), while the denominator is the total number of valid service requests delivered to BellSouth's OSS. The amount of flowed through requests measures the number of valid service requests which flow through to the BST OSS during the reporting period. The number of service requests submitted measures the number of valid service requests submitted during the reporting period including resubmissions. The total number of valid service requests delivered to the BST OSS consists of four elements:

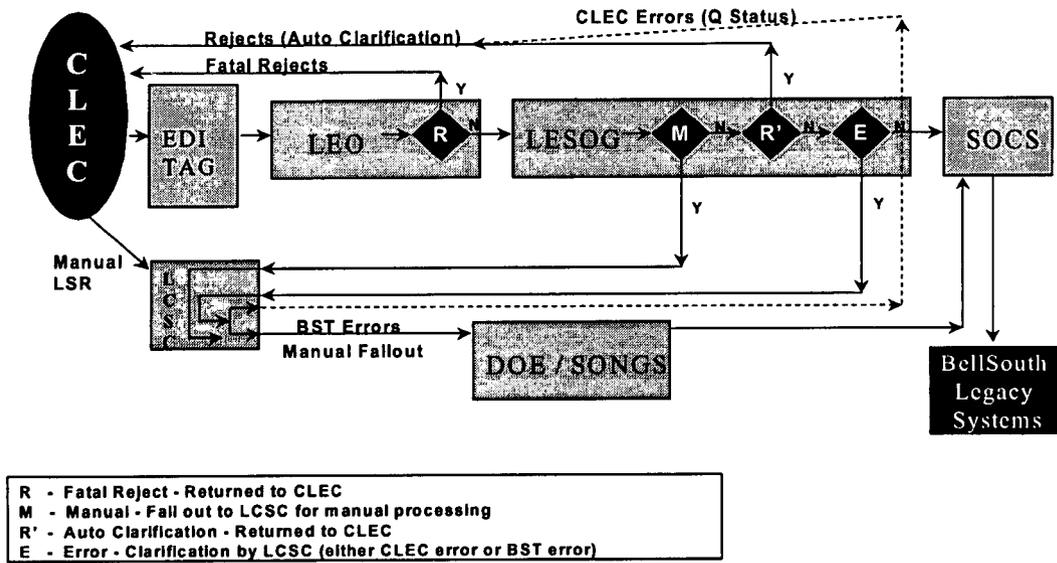
- Total mechanized LSRs
- Less:
 - Manual Fallout
 - Auto Clarification
 - CLEC caused fallout

Flow - Through

$$= \frac{\text{Issued Service Orders (LESOG Flow-Through)}}{\text{Total Mechanized LSRs - (Designated Manual Handling + Auto Clarify + CLEC-caused Fallout)}} \times 100\%$$

¹ FCC Second Louisiana Order, paragraph 107

² Refer to Appendix A: Overview of Applications for details of BellSouth OSS



The following represents the CLEC Ordering Process flow which outlines LSR transmission by the CLEC to SOCS and the Order Flow Through process through BellSouth's OSS.

Figure I – Flow-Through Diagram

Flow-through reports are a compilation of data retrieved from the Performance Measurement database (data warehouse) which measures the percentage of LSRs submitted electronically that utilize BellSouth's ordering OSS without manual intervention. The Performance Measurement database is compiled from data extracted from LEO, SOCS, LON, CRIS, and CABS. The data extracted from the data base used to calculate the percentage of flow-through LSRs includes every mechanized service request submitted to the gateway systems (EDI, LENS and now TAG) that are LESOG eligible. Several types of service requests are eliminated prior to LESOG service order generation, including the complex orders ISDN, hunting, PBX trunks, Synchronet®, and services with special pricing. These types of orders require manual handling and input by BellSouth retail representatives. The total rejects, i.e., service requests that contained CLEC errors and that require manual handling, are subtracted from the total service requests entering LESOG. This provides the number of service requests that can be forwarded through to SOCS (LESOG eligible). The final number of service requests that flowed through to SOCS is the numerator, and the total number of service requests that were truly LESOG eligible is the denominator used to calculate the aggregate percentage of service requests that successfully flow-through the ordering OSS.

2. Flow-Through Audit Overview

The goal of the Flow-Through Audit is to ensure that the performance measures reported in BellSouth's monthly flow-through report are accurate and the flow-through measurement data is valid. The audit will also include a review of BellSouth's error analyses to ensure that the attribution between CLEC-caused and BellSouth-caused fallout is accurate. This assessment will be conducted through a combination of transactional and operational testing.

The following objectives provide an overview of the audit testing requirements for evaluating order flow-through:

- The functionality and existence of mechanized and manual edits and procedures support the integrity of the flow-through measure data.
- The flow-through measurement computation is designed with the appropriate measure elements and structure.
- Data sources are accurate and reliable.
- Error handling identifies and returns data validity, accuracy, completeness and format errors throughout the flow-through process.

The first dimension of the test will be transactional. Transactional testing consists of generating, submitting and logging test orders. Testing will be accomplished through the test tools employed in the Third Party OSS Test required by the Georgia Public Service Commission³ and set out in the corresponding Master Test Plan.⁴ These test tools are designed to test all aspects of interfacing with BellSouth's OSS. The results collected from the test management tools will be compared to the corresponding BellSouth measures collected through BellSouth's performance measurement system, which logs and publishes OSS-related measures on a monthly basis. Any variances will be identified and analyzed.

The second dimension of the test will be operational. Operational analysis is a multi-dimensional test method focused on the form, structure, and content of the test target. This testing method addresses the organizational, process, and technology aspects of flow-through reporting. Data sourcing, mechanized and manual data edits, and calculation methodologies will be reviewed to determine that the system design supports accurate reporting.

3. Transactional Test Description

3.1. Entrance Criteria

The following criteria must be met in order for testing to begin:

³ Order on Petition for Third Party Testing, p.3

⁴ Georgia OSS Evaluation Master Test Plan, III-5

- Test data loaded in BellSouth and test systems
- Target performance metrics identified
- Auditor understanding obtained of error checking process including types, causes and criteria
- Auditor understanding obtained of manual error handling criteria
- Third Party test management tools installed and operational
- Appropriate level of performance measure tracking identified
- Sorting keys required for BellSouth and Third Party test tools to separate test transactions identified
- Performance metrics evaluation criteria defined and approved
- Exceptions reporting process defined
- Exceptions reporting template created

3.2. Transactional Test Scope

Transactional testing consists of transaction processing and performance comparison. Transaction processing is mechanical generation, submission and logging of transactions. Performance comparison is the process of comparing data obtained from the BellSouth performance measurement system to data obtained from the Third Party test management tools for the same transaction.

Transactional testing will be conducted for all order types that are capable of mechanized flow-through. Those order types correspond to all simple resale services and features, as well as certain UNE services and features. These services and features are detailed in Figure II. All of these mechanized order types are in scope for flow-through testing.

<i>Product Type</i>	<i>Product or Service</i>
Simple Resale	<ul style="list-style-type: none"> • Flat Rate Residence • Measured Rate Residence • Touchtone • Optional Calling Plan (OCP) • Integrated Package - Area Plus[®] with Complete Choice[®], Complete Choice[®] • Flat Rate/Basic Local Exchange • Measured Rate Business • Georgia Community Plan • Area Plus[®] • Visual Director[®] • Custom Calling - Speed Calling 8 & 30 • Custom Calling - 3 Way Calling • Custom Calling - Call Forward Variable • Custom Calling - Remote Access to CF • RingMaster[®] • Message Telephone Service (MTS) • TouchStar[®] - Call Tracing • TouchStar[®] - Call Block • TouchStar[®] - Call Selector • TouchStar[®] - Call Return • TouchStar[®] - Repeat Dialing • TouchStar[®] - Preferred Call Forwarding • MemoryCall[®] • MemoryCall[®] Answering Service • Caller ID • Call Waiting • Call Waiting - Deluxe • Customized Code Restriction • Enhanced Caller ID • Remote Call Forwarding (RCF)
UNE	<ul style="list-style-type: none"> • 2-wire Analog Loops (w/ and w/o number portability) • 2-wire Analog Switch Ports • 2-wire Analog Loop-Port combinations • INP, LNP

Figure II – Orders with Mechanized Flow-Through

For each product or service, the order can be errored or error-free. All errored orders should be returned to the CLEC automatically or classified by a Local Carrier Service Center (LCSC) service representative and either returned to the CLEC or corrected (in the case of BellSouth errors) and sent forward. Error-free orders should flow through, unless they correspond to complex services that are designed to fall out for manual handling. The range of error types that will be submitted in transactional testing is included in Figure III.

<i>Error Type</i>	<i>Error Handling</i>	<i>Detecting System</i>
Error-free Order	None	None
	Designated for Manual Handling	LESOG
Data Validity Error	Fatal Reject	LEO
	Auto-clarification	LESOG
Data Accuracy Error	Auto-clarification	LESOG
Data Completeness Error	Fatal Reject	LEO
Data Format Error	Fatal Reject	LEO
Other Error	System Error	LESOG / SOCS

Figure III - Error Types

3.3. Test Activities

The following testing activities comprise transactional testing:

1. Execute Third Party testing as specified in the Third Party OSS Evaluation Master Test Plan
2. In areas not covered in the Master Test Plan's ordering sections, such as resale, execute additional testing based on existing resale scenarios in other sections of the Master Test Plan
3. Acquire and format performance data files delivered by test management tools from Third Party testing
4. Verify that transactions expected to error did so, and that those expected to be successful were
5. Flag any deviations from expectations and investigate
6. Compile final flow-through results based on previous and current test management tool data
7. Compare disaggregated BellSouth performance results with test management tools' flow-through results
8. Flag any exceptions in results comparison
9. Log exceptions in exceptions reporting template
10. Identify and quantify root cause for variances in results
11. Troubleshoot any exceptions and determine resolution procedure
12. Resolve exceptions in accordance with the exceptions resolution process
13. Generate comparative analysis results reports

3.4. Exit Criteria

- Comparative analysis report completed
- Variance findings documented
- Variance findings explained
- Test cycle results summary report created
- Results summary and reports delivered

4. Operational Test

Test Type	Description
Inspection	Physical review of activities, documents and systems
Interviews	Directed conversations with BellSouth personnel
Observation	Monitoring activities and collecting information by observing and logging events as they occur
Document Review	Review and analysis of policies, procedures, publications and logs

Figure IV - Operational Analysis Evaluation Techniques

Detailed and comprehensive evaluation checklists will be developed for all test objectives to be analyzed through operational analysis. These checklists will serve as objective criteria to be applied to inspection, interview, observation and document review activity.

4.1. Scope

The following activities fall into the scope of operational analysis:

- Manual error attribution processes
- System error resolution processes
- Change control over:
 - mechanized error analysis
 - calculation methodologies
- System security
- System scalability

4.2. Activities

Operational analysis activities will include:

Test Type	Test Target
Inspect:	Scalability of systems intervening in flow-through
	Physical security of systems intervening in flow-through
	Logical security of systems intervening in flow-through
Interview:	Administrators of intervening systems
	Mechanized error analysis developers
	Manual error attribution SME
Observe:	LCSC error resolution
	Reperform LCSC error resolution process
Document Review:	Order flow-through flowcharts
	Change control policies
	Change control logs
	System specifications
	System architecture documents
	System security policies
	Error description documents

Figure V - Operational Analysis Activities

Appendix A: Overview of Applications

TAG

The Telecommunications Access Gateway system (TAG) is a transaction-based messaging system with data translation. TAG provides a bi-directional flow of information from a CLEC to the BST OSS and from the BST OSS to the CLEC. In order for BST to provide information to the CLEC, the TAG system transforms the incoming request into a message that can be understood and routed to LEO as an ordering contract or directly to the Business Logic Processor (BLP) for pre-ordering. Therefore, TAG includes the gateway and BLP and creates contracts recognized by the OSS.

The objective of the TAG system is to provide CLECs and BST Retail Systems the ability to access pre-ordering and ordering functionality provided by BST OSS.

The TAG system functionality supports pre-ordering:

- Address Validation
- Telephone Number Assignment
- Appointment Availability
- Service Availability and
- Retrieval and View of the Customer Service Record.

TAG also supports Firm Order functionality including:

- Local Service Request (LSR) Submission,
- Purchase Orders by Company Code requests,
 - Order Status, Firm Order Confirmation, Completion Notice, and Error Messages for a selected Purchase Order Number (PON) views,
- LSR retrievals, and
 - Automatic Return of FOCs, Rejects, Confirmation Notices, and Jeopardies.

The CLEC must be able to initiate a request either through a Lan-to-Lan or internet connection through a CORBA (Common Object Request Broker Architecture) interface. CORBA is a middle ware software application, which facilitates client and host server communications. Transmission through the Lan-to-Lan interface will be accomplished through a secure router into the BOSIP network to the TAG gateway. Internet access will be accomplished through secure firewalls into the BOSIP network to the TAG gateway.

Appendix A: Overview of Applications

(Continued)

A transaction is transmitted from a CLEC. The transaction enters TAG via the CORBA server. TAG processes the transaction creating messages to the appropriate inquiry or order BLP. TAG uses the CORBA to Navigator Bridge to pass Firm Order OSS transactions (Local Service Requests) through the LSR Router to LEO. LEO processes the transaction, returning FOCs, Errors, Jeopardies, and Rejects to TAG. TAG uses the CORBA Client to pass pre-Ordering inquiry transactions to the BLP. The BLP passes the transaction to the appropriate pre-ordering OSS. Communication between TAG and the pre-ordering databases is in a CORBA format using TCP/IP protocols.

EDI

The EDI Gateway consists of a Harbinger Trusted Link Gateway and a Harbinger Trusted Link Translator running on an MVS mainframe. It supports:

- Transmission of orders,
- Acknowledgment of receipt of orders,
- Transmission of order error notices,
- Transmission of order jeopardy notices,
- Confirmation of firm orders, and
- Notification of the completion of orders.

The gateway is a collection of secure electronic mail boxes. Electronic mail from a CLEC is initially received by the EDI translator in an industry standard ANSI X.12 format. The translator strips the mail of the "electronic envelope" and transforms it into a flat file usable by the application programs. If the message fails to conform to the standard format, the EDI translator rejects it; otherwise, it deposits the translated message into a file that is retrieved by LEO and stored in the LEO database and control system.

EDI may be accessed through direct network connection, secure dial-in at speeds from 4.8bps to 14.4 bps, or by using a Value Added Network (VAN).

BST's VAN of choice for local exchange ordering is Harbinger. The CLEC may use a different VAN of their choice since the VANs are interconnected. BST is connected to the VAN by a dedicated T1 link supporting 56 KB per second transfer rate. Harbinger delivers mail every 15 minutes into a "hot mailbox" which activates the translator.

Appendix A: Overview of Applications

(Continued)

LEO

The Local Exchange Ordering (LEO) database and control system consists of three main components: an IMS-DC application running on a mainframe using a DB2 database, a service order monitoring application running on an HP UNIX server, and an IMS on-line work management system running on the same mainframe as the database application.

Orders arriving from the EDI Translator are placed into the database and control system using a remote IMS transaction triggered by the placement of the file by the translator. These transactions load the data into the database, check the data for basic validity, and pass it to the Local Exchange Service Order Generator (LESOG).

The service order monitoring application receives copies of the service order when its status changes in the Service Order Control System (SOCS). The application transmits pertinent information to LESOG using a proprietary file transfer system that has persistent delivery and verifies the data transmitted. The files are batch transmitted every thirty minutes. A confirmation file is transmitted back to the monitoring application upon receipt of the data. Failure to receive the confirmation before the next transmission causes alarms. This application is written in the C programming language and runs on a HP T520. It is monitored using Tivoli.

LESOG

The Local Exchange Service Order Generator converts the service request into a BST internal service order and places it into SOCS. It receives its input from LEO and checks for data validity and data accuracy. This action starts the processing of the order. It communicates with operations support systems to obtain data needed for the order generation. This communication is by TaskMate terminal emulation programs. Any errors are transmitted to the LEO database and control system via BST Navigator. This application runs on two HP T520 systems monitored by Tivoli.

LESOG edits data for validity. Rejects are either returned to the CLEC or are placed in the work management system for manual handling. (See Error and Reject Processing for more information.)

Manual handling is required if:

- The service order is for a complex service designated for manual handling,
- The service order is rejected due to a problem with a BST system,
- The service order could not be routed to the local service order generator,
- The generator system detects an error not designated for automatic clarification.

Appendix A: Overview of Applications

(Continued)

The work management system includes a set of prioritized queues from which service representatives retrieve work and update the database so the control system can track the work. This software is coded in the COBOL II programming language.

DOE

The Direct Order Entry (DOE) systems provides BST with a means to perform pre-ordering and ordering functions in the states of North Carolina, South Carolina, Georgia, and Florida. DOE is a legacy mainframe application, which requires BST representatives to have intimate knowledge of special internal codes in order to perform pre-ordering and ordering functionality for business orders.

SONGS

The Service Order Negotiation System (SONGS) provides BST with a means to perform pre-ordering and ordering functions in the states of Kentucky, Tennessee, Alabama, Mississippi, and Louisiana. SONGS is a legacy mainframe application, which requires BST representatives to have intimate knowledge of special internal codes in order to perform pre-ordering and ordering functionality for business orders.

SOCS

The Service Order Control System (SOCS) receives service orders from LESOG and routes the service orders to their appropriate downstream provisioning and billing systems. SOCS, and systems that further process SOCS orders, treat LESOG service orders the same as service orders from internal BST systems.

CRIS

The Customer Record Information System (CRIS) is a legacy mainframe database which stores customer information and billing information for each customer. Daily usage data for each customer is transferred into CRIS daily.

CABS

The Carrier Access Billing System (CABS) is a legacy mainframe database which stores interexchange carrier (IXC) information and the billing information associated with access services provided to IXCs. Daily access usage for each customer is transferred into CABS daily.

LON

The Local Order Number System (LON) is a database which stores CLEC LSR order information received via non-mechanized means (fax or mail). The information necessary to process the LSR is manually entered via LCSC reps when received, resulting in the generation of a local order number which is used to track the physical copy of the LSR. LON is also used to capture information from mechanized order fallout, for re-entry into the legacy BellSouth ordering platforms, DOE or SONGS.

K18



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July 23, 1999

Ms. Helen O'Leary
Executive Secretary
Georgia Public Service Commission
47 Trinity Avenue SW
Atlanta, GA 30334

Dear Ms. O'Leary:

BellSouth OSS Testing Engagement - Status Report

Enclosed please find KPMG LLP's July 22, 1999 Status Report for filing with the Georgia Public Service Commission.

As requested, we are providing ten (10) hardcopies as well as a diskette version.

Please contact us if you require additional materials or information. Thank you.

Very truly yours,

KPMG LLP

Brian T. Rutter
Senior Consultant

BTR:btr

Enclosure



KPMG LLP, KPMG LLP, a U.S. limited liability partnership, is a member of KPMG, a Swiss entity.



**BellSouth OSS Testing Evaluation
Status Report
July 22, 1999**

K17

1.0 Document Objective

In this document, KPMG provides a summary status report on developments related to the BellSouth 271 Testing Project. A brief overview of key developments is provided in section 2.0. A more detailed report on other test items is provided in the table in section 4.0. Each item presented in the table in section 4.0 includes a reference number that will identify the item in future status reports.

2.0 Key Developments

- **Master Test Plan (MTP)**
HP, BellSouth, KPMG, and the Commission have held several discussions to refine the content of the MTP. HP is currently incorporating comments from the most recent meetings and will file a revised draft MTP with the Commission during the week of July 26.
- **Roles and Responsibilities of the Commission, BellSouth, HP, and KPMG**
At the request of the Commission, a conference call was held to clarify roles and responsibilities of all testing parties on Tuesday, July 20, 1999. Topics discussed during the call included:
 - Process for approval of test entrance criteria
 - Process for development and approval of test evaluation criteria and performance standards
 - Process and responsibilities for conducting evaluation of test results
 - Clarification of test manager (HP) and audit (KPMG) roles by the Commission.
- **Connectivity**
 - As of July 20, BellSouth completed installation of two T-1 circuits at the HP test facility.
- **Training**
Training has been held or is scheduled for HP and KPMG as follows:
 - Advisory Team Overview held July 1-2 in Atlanta
 - EDI-PC training held July 9 in Birmingham, AL
 - TAG training held July 13-14 in Atlanta
 - Performance metrics overview training held July 14 in Atlanta
 - UNE training scheduled for July 27-28 in Atlanta
- **Mission Critical Element Meeting**
HP hosted an all-day meeting that included BellSouth and KPMG representatives to discuss mission-critical test elements on June 19, 1999.



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Topics discussed included:

- Identification of key project management and functional contacts at HP, BellSouth, and KPMG
 - Processes for communication among test parties
 - Test entrance and exit criteria and dependencies
- Status Meetings
Bi-weekly status calls between BellSouth, HP, and KPMG have been scheduled every Tuesday and Thursday at 2:00 EDT.

3.0 Key Upcoming Activities

- HP will provide an initial project plan with targeted dates for the completion of test activities on July 23.
- HP will provide a revised MTP to the Commission during the week of July 26.
- HP will provide a date on which the test evaluation criteria will be completed on July 26.
- BellSouth will provide UNE training on July 27-28 in Atlanta. HP is negotiating dates for TAFI and Billing training.
- KPMG will provide a document describing representative audit activities to the test parties by July 28.



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4.0 Specific Item Status

Ref	Item	Status	Issues	Next Step/Resolution
I-1	Master Test Plan (MTP) revisions	<ul style="list-style-type: none"> Ownership of MTP transferred to HP. Initial revisions based on KPMG, BellSouth and Commission comments have been incorporated. Further revisions have been discussed and HP is incorporating. HP anticipates filing a revised MTP with the Commission during the week of July 26. 	<ul style="list-style-type: none"> Evaluation criteria and performance measures not fully defined. Commission approved performance measures can serve to identify evaluation measures and standards for some transactional tests. Test issues identified as requiring further definition or information as of this date include: <ul style="list-style-type: none"> - Specific knowledge of BellSouth systems and processes required to determine if MTP aligns to actual BellSouth practice in each test area - Identification of system components to be included in the scalability evaluation 	<ul style="list-style-type: none"> Meeting between BellSouth, HP, and KPMG scheduled to develop evaluation criteria and define performance measures for transactional and procedural tests. BellSouth will provide additional information on business processes and system behavior. HP and KPMG will make revisions to the test design based on this information as related to the test objectives.
I-2	Test bed development	<ul style="list-style-type: none"> BellSouth has proposed to HP a list of scenarios that are candidates for provisioning. HP is analyzing scenarios to determine the number of lines that need to be provisioned. 	<ul style="list-style-type: none"> Ability to conduct extensive tests (provisioning, billing, and maintenance & repair) on provisioned lines needs to be ensured. Factors to be considered in determining the number of provisioned accounts/lines are statistical significance of test target and results, as well as product, geographic, CO, and switch type diversity. 	<ul style="list-style-type: none"> HP will propose a provisioning strategy.
I-3	T-1 connectivity	<ul style="list-style-type: none"> Two T-1s have been installed and have electronic connectivity. 	<ul style="list-style-type: none"> No major issues 	<ul style="list-style-type: none"> Completed



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Ref	Item	Status	Issues	Next Step/Resolution
I-4	Interconnection agreement	<ul style="list-style-type: none"> BellSouth attorneys have indicated that HP is not required to sign an interconnection agreement. 	<ul style="list-style-type: none"> No major issues 	<ul style="list-style-type: none"> Completed
I-5	Virtual CLEC collocation	<ul style="list-style-type: none"> BellSouth has identified an internal team to develop plans for a collocation arrangement to allow for provisioning of facilities to the virtual CLEC. Three central offices are being wired to provide the appearance of collocation of virtual CLEC facilities. The wiring is being implemented in such a way that BellSouth technicians will not know that the facilities are for a virtual CLEC. Due to time issues, implementation of the plan has begun. 	<ul style="list-style-type: none"> Specific provisioning recommendations have not been made by HP, additional central offices may need to be wired. 	<ul style="list-style-type: none"> BellSouth to provide additional detail on collocation proposal to HP and KPMG.
I-6	EDI functional testing	<ul style="list-style-type: none"> Pre-requisites to functional testing: Four pre-test phases need to be completed prior to the initiation of functional testing. These phases are connectivity, syntax, end-to-end, and SRT (system readiness testing). HP has not begun EDI connectivity testing. Pre-Testing Dates: BellSouth procedure dictates that dates for the last 3 testing phases be set after connectivity testing has been completed. A conference call on 7/21/99 to determine testing dates was cancelled by HP. HP has submitted the required forecast forms in order to establish trading partner ID setup. 	<ul style="list-style-type: none"> No major issues 	<ul style="list-style-type: none"> HP scheduling connectivity testing for Wednesday, July 28.
			<ul style="list-style-type: none"> Connectivity testing must be completed to initiate subsequent stages of process 	<ul style="list-style-type: none"> HP has rescheduled a conference call with BellSouth to discuss setting dates for pre-test activities.
			<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Completed



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Ref	Item	Status	Issues	Next Step/Resolution
I-7	TAG functional testing	<ul style="list-style-type: none"> Interface Development: HP has indicated the desire to be prepared to use both EDI PC and EDI via a LAN-to-LAN connection. Currently, HP has installed the EDI PC software and has the infrastructure for LAN-to-LAN EDI set up on an HP UNIX platform. HP has inquired whether EDI PC via a direct connection is possible. BellSouth indicated that such a connection is supported by their systems, and they currently have trading partners using this option. Pre-requisites for functional testing: Four pre-test phases need to be completed prior to the initiation of functional testing. These phases are connectivity, application testing, validity testing, and SRT. HP has completed the first phase of establishing TAG connectivity. Application/Interface development: The HP client application for TAG needs to be developed prior to the initiation of application testing. HP has not yet indicated an estimated date for the completion of this program. 	<ul style="list-style-type: none"> Feasibility of EDI-PC direct connection that would allow for collection of all performance metrics is in question No major issues 	<ul style="list-style-type: none"> HP will research the availability of EDI direct connect software with Harbinger. If the connection is feasible, HP will research their ability to track the required performance metrics via this setup. HP needs to complete BellSouth exit criteria for connectivity testing.



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Ref	Item	Status	Issues	Next Step/Resolution
I-8	Billing functional testing	<ul style="list-style-type: none"> HP is currently considering the option of submitting test LSRs via EDI-PC to be billed in order to advance the start date of the test and allow for completion of two billing cycles. Final determination has not been made. Q-Accounts have been provided to HP by BellSouth. Billing training is currently being scheduled for HP (dates not yet known). 	<ul style="list-style-type: none"> No major issues No major issues Billing training is not currently offered on an ongoing basis to CLECs. Based on CLEC demand, BellSouth is in the process of developing the training to be instituted as a regular course offering. 	<ul style="list-style-type: none"> HP to provide final determination on possible use of EDI-PC for submitting LSRs to be billed. Completed BellSouth to provide dates for training.
I-9	M&R functional testing	<ul style="list-style-type: none"> Application/interface development: For TAFI (dial-up interface), HP has provided information required for issuance of SecurIDs by BellSouth. For ECTA (machine-to-machine interface), HP will not build their own interface. BellSouth will provide an available test machine to HP. ECTA joint implementation agreement (JIA) documentation has been provided to HP. HP has requested application programming interface (API) documentation. 	<ul style="list-style-type: none"> TAFI training has not been scheduled. Discussions on ECTA processes and functionality have not been scheduled. No major issues 	<ul style="list-style-type: none"> BellSouth to provide dates for TAFI training and an opportunity to discuss ECTA processes and functionality. BellSouth to provide ECTA API documentation